

Lochaber Housing Association

Performance Analysis Visit 2022/23
September 2023

- **Satisfaction** has on average continued to reduce across the sector. Those who have carried out new surveys have tended to see a reduction in satisfaction compared to their previous survey
- Despite the challenges this year in achieving EICR and Fire Safety requirements, RSLs have on average seen an **improvement in achieving SHQS**. LA's have also seen improvement but less progress overall
- Based on our voluntary **ESSH** Return data, there's been an **upward trend in compliance for RSLs** post pandemic while LAs have remained at a similar level to last year
- **Emergency repairs timescales** have begun to level off for LAs, but RSLs on average have seen a continuing upward trend (although RSLs are about an hour quicker to respond)
- **Non-emergency repairs timescales** improving for RSLs, but LAs continuing to see timescales increase, albeit at a slower pace than last year

- Despite this, improvements in **repairs satisfaction** for LAs compared to last year, RSL satisfaction declining
- **Gas safety fails** not yet back at pre-pandemic levels but reducing. A small number of landlords – both Councils and RSLs - make up a large proportion of all fails
- **Tenancy sustainment** is improving for both LAs and RSLs, including lets to homeless households
- **Rent increases across the sector** - but less than inflation. More pronounced amongst RSLs.
- **Rent collected** as a percentage of rent due – improving for LAs, reducing for RSLs - but RSLs still collecting more
- **Continuing increase in arrears for LAs**, RSLs remaining approximately in a similar position to previous years
- **Increasing relet times** for LAs, RSLs remaining at a similar level to last year - marginal increase

Comparator Organisations

Albyn Housing Society

Cairn Housing Association

Hebridean Housing Partnership

Hjaltland Housing Association

Lochaber Housing Association

Lochalsh & Skye Housing Association

Orkney Housing Association

The Highland Council

West Highland Housing Association

Tenant Satisfaction

Survey Date:

Number of tenants surveyed:

Survey Method:

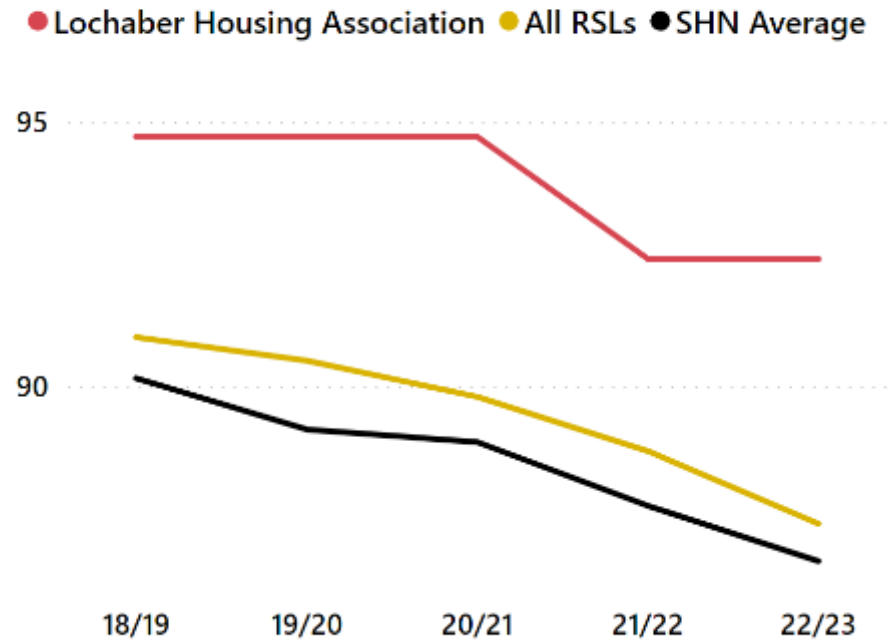
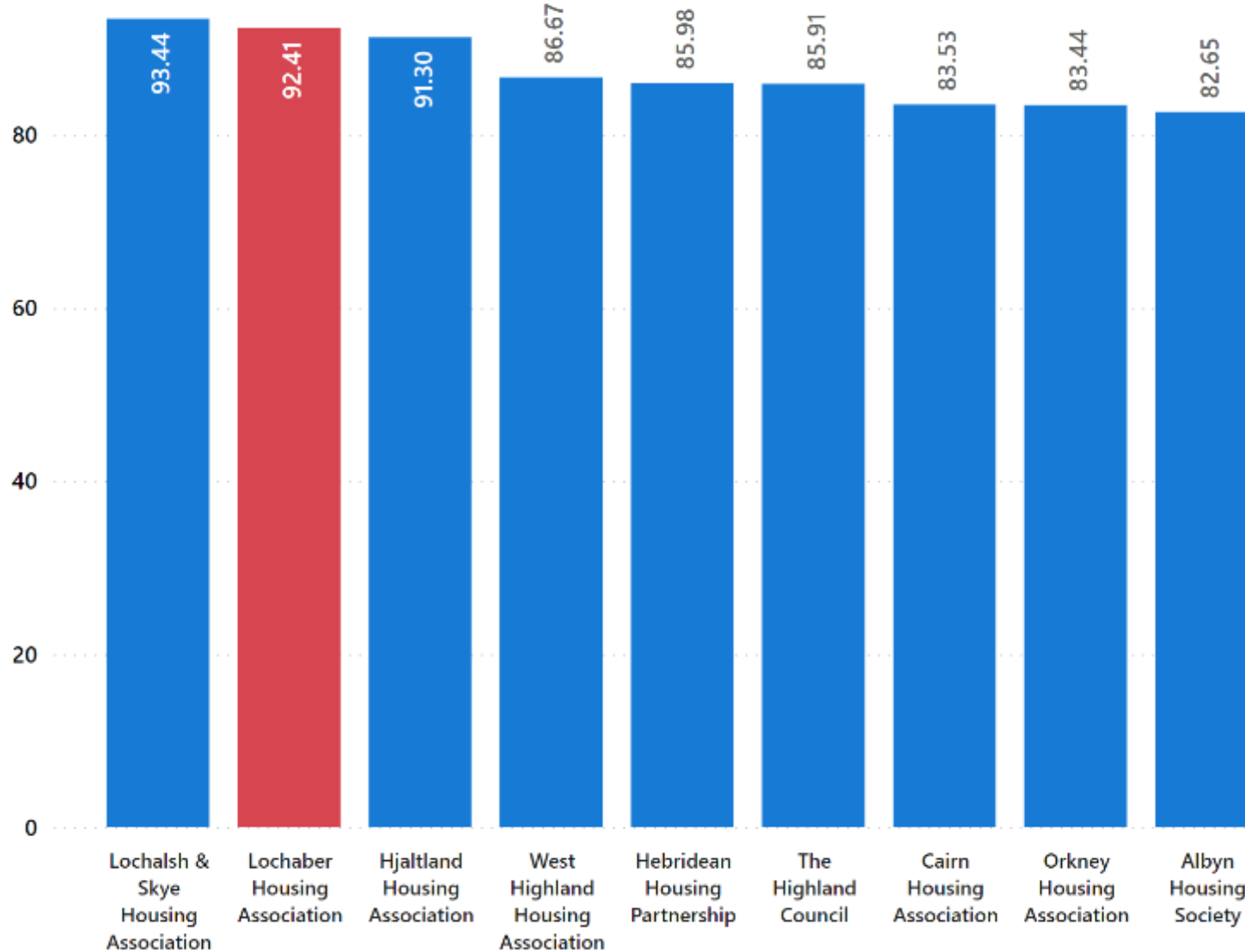
November 2021

290

**Face-to-face
Telephone**

Overall Satisfaction

11 Percentage satisfied with overall service



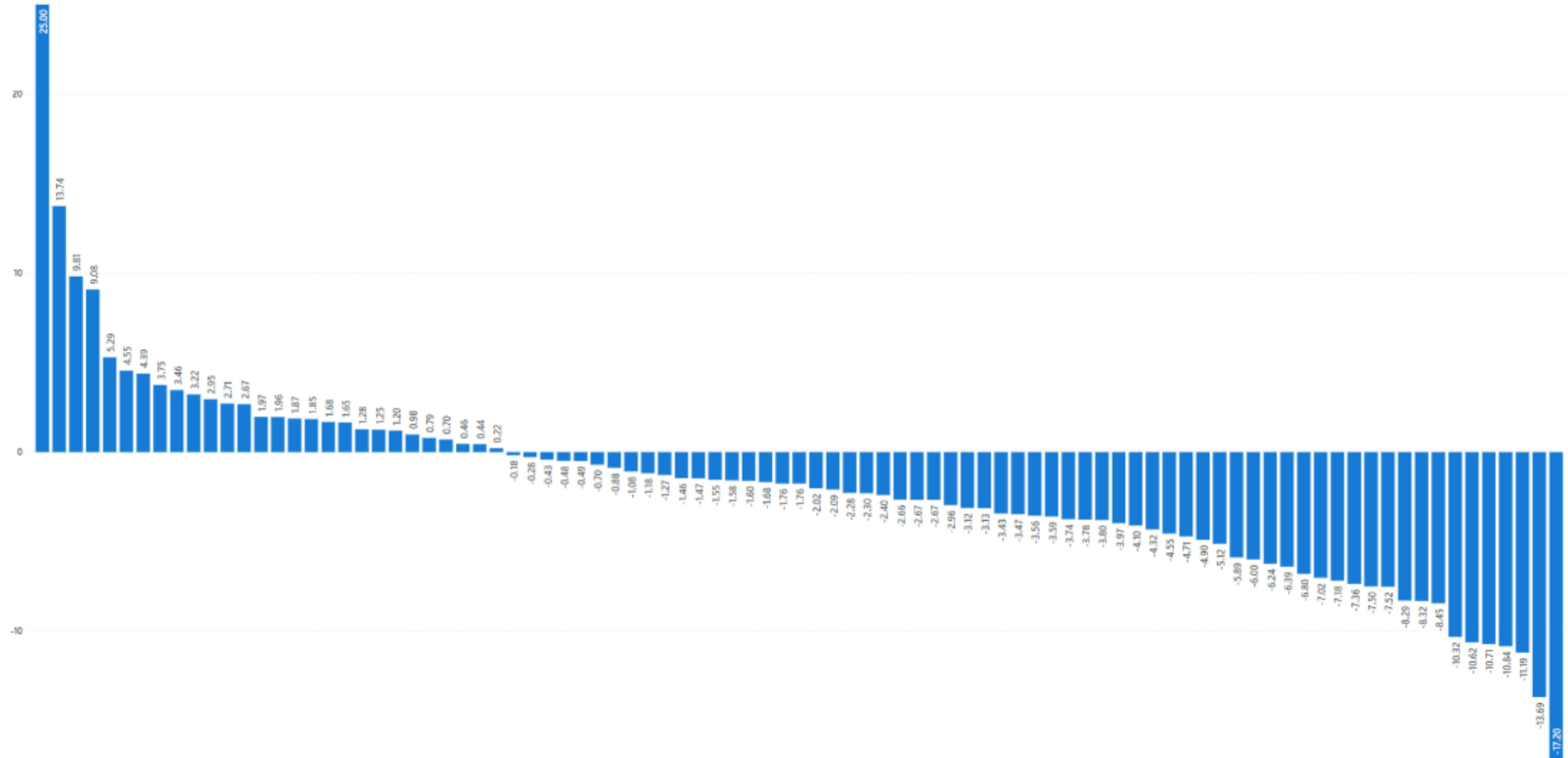
Organisation Name	20/21	21/22	22/23
Locharber Housing Association	94.72	92.41	92.41
Peer Group 2 - Rural	91.89	90.62	89.03
All RSLs	89.80	88.78	87.41
SHN Average	88.95	87.74	86.70

Overall Satisfaction

11 Percentage satisfied with overall service

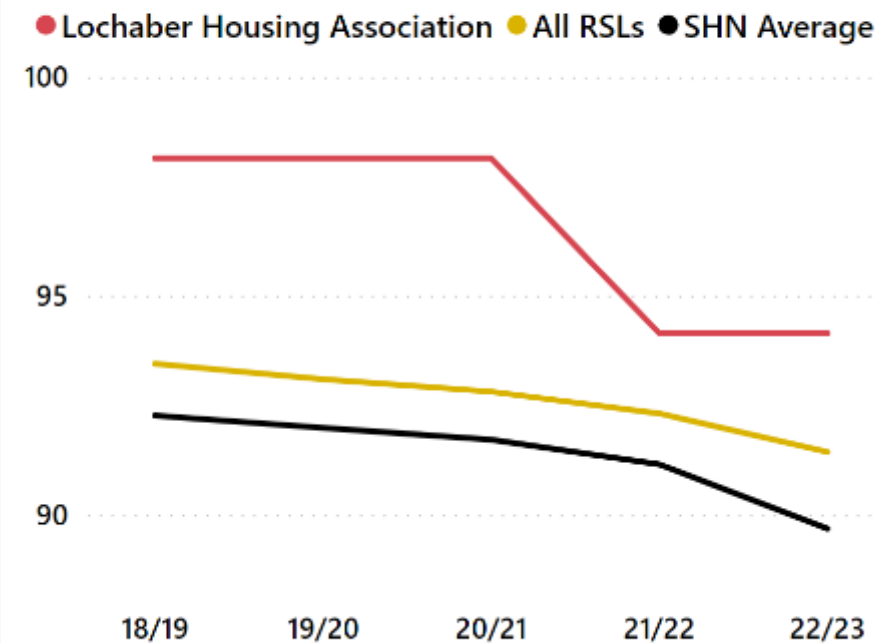
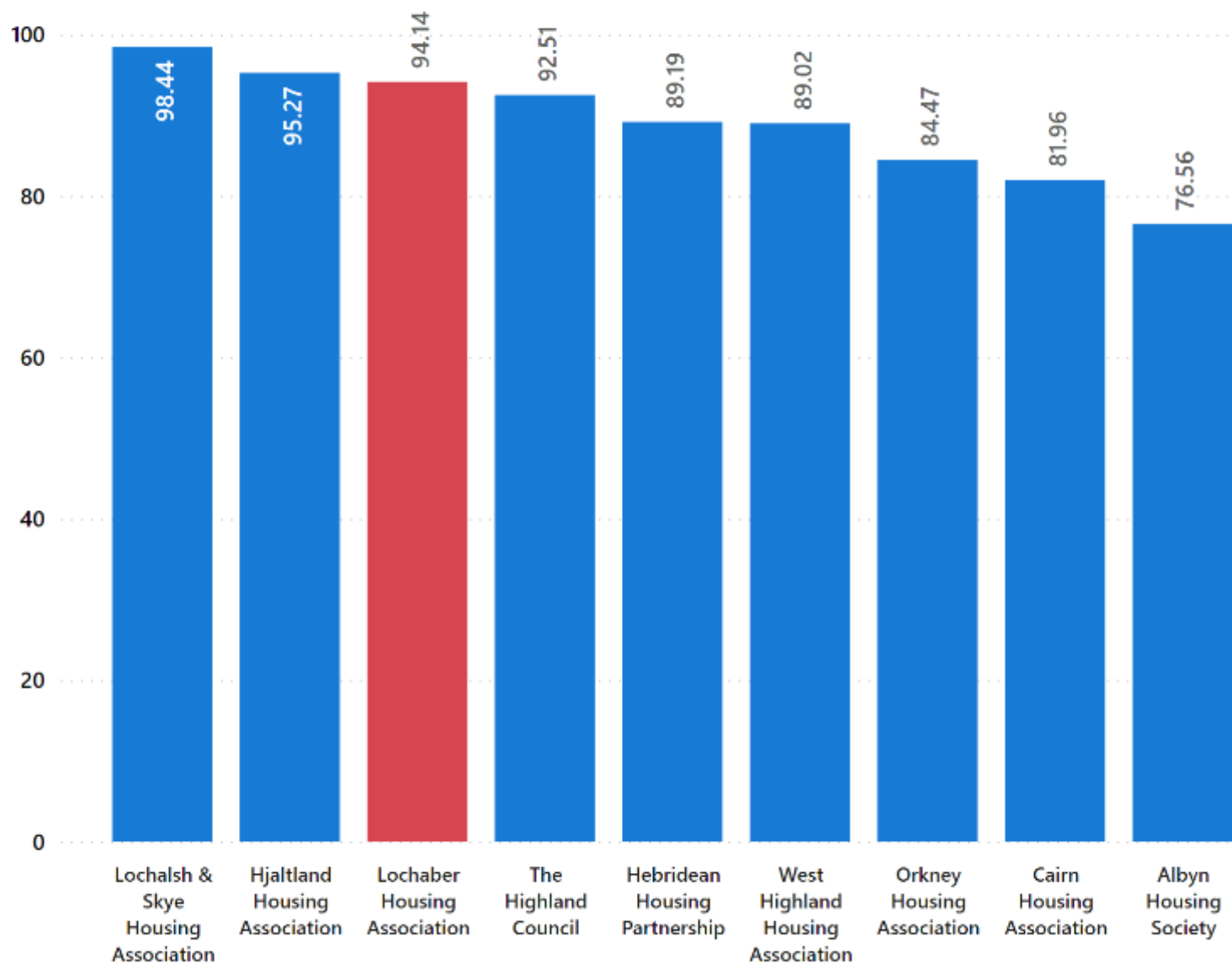


Change from previous survey



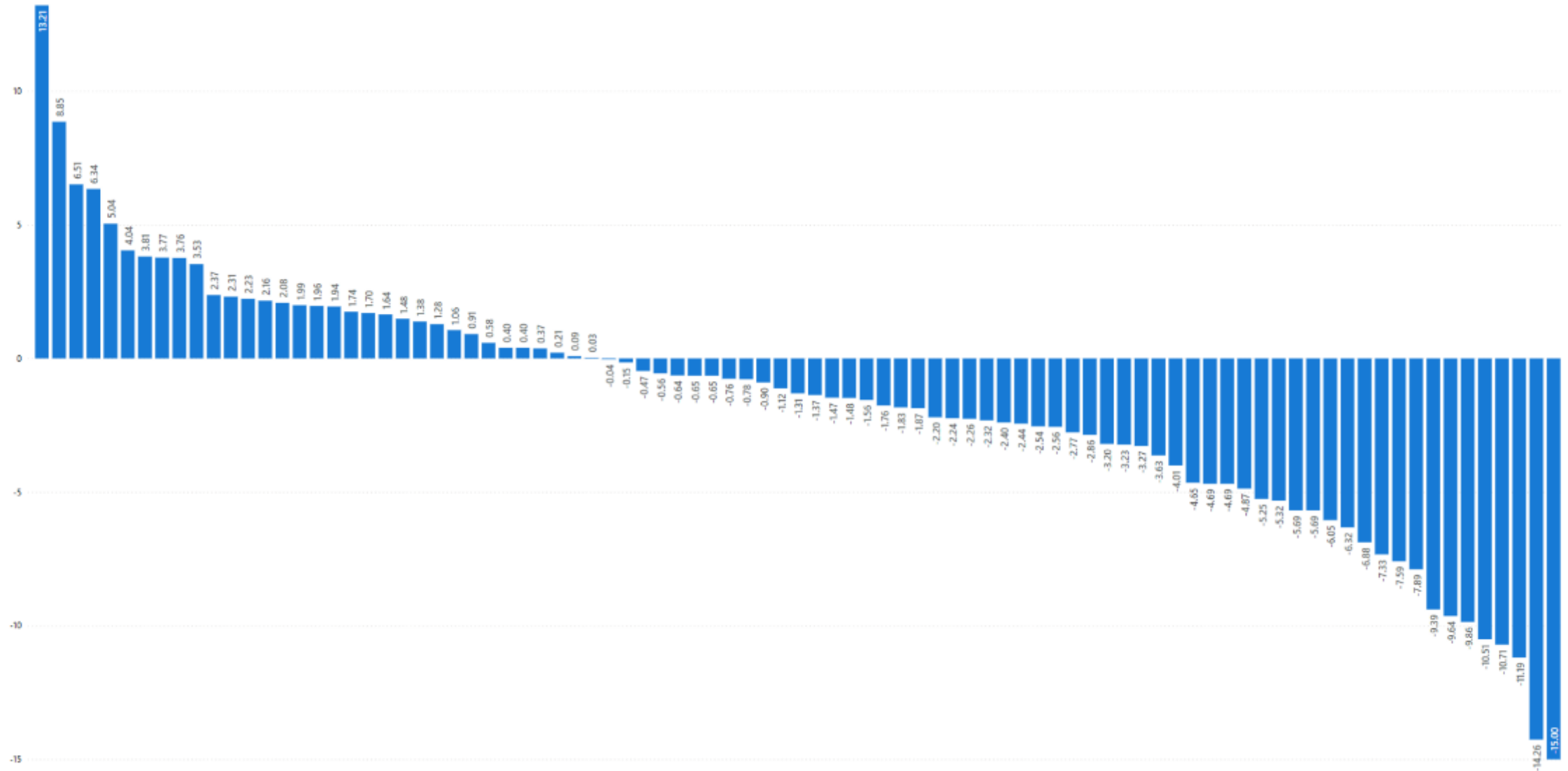
Kept Informed

12 Percentage tenants who feel landlord is good at keeping them informed about services and decisions



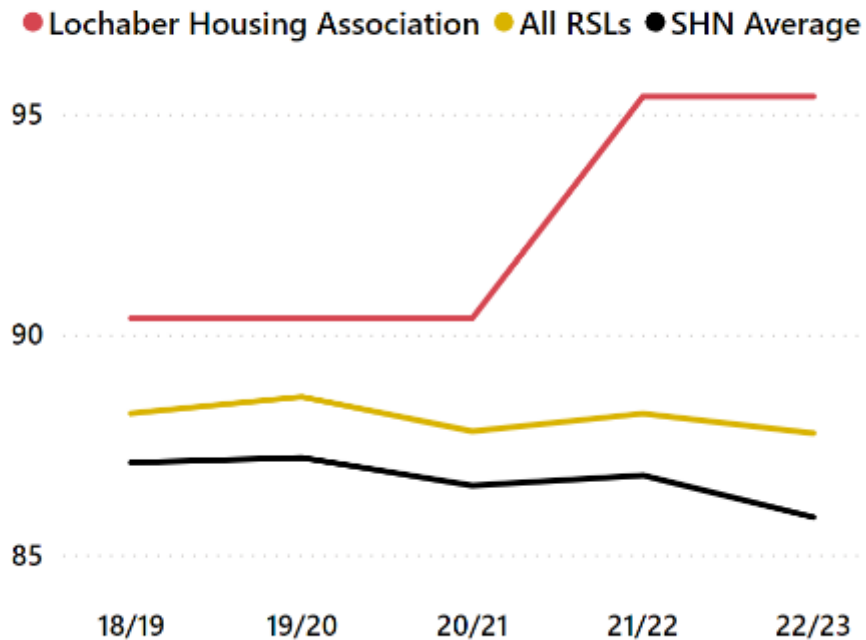
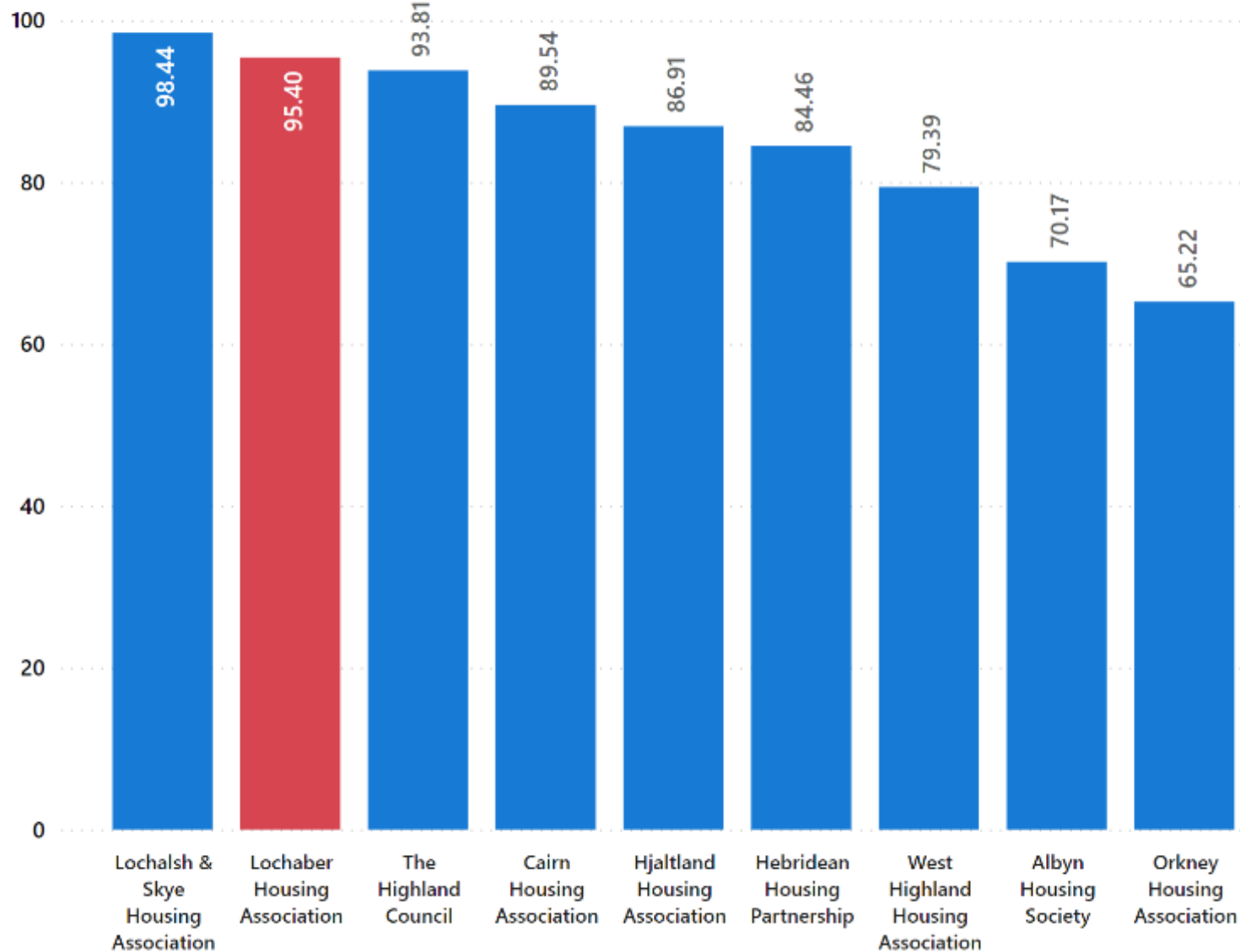
Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	98.14	94.14	94.14
Peer Group 2 - Rural	94.64	94.35	92.49
All RSLs	92.81	92.31	91.43
SHN Average	91.71	91.15	89.68

Change from previous survey



Opportunities to Participate

15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making



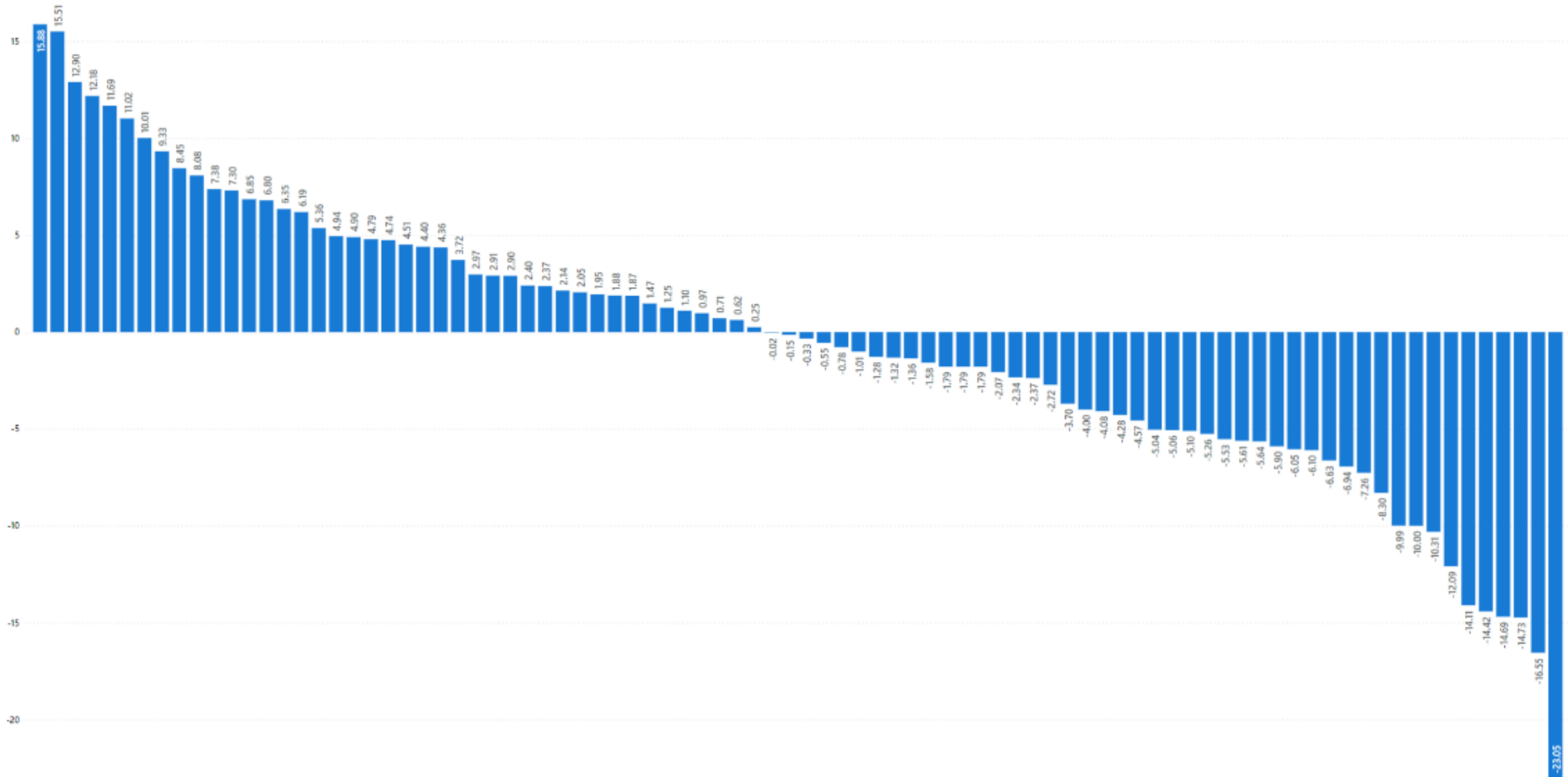
Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	90.37	95.40	95.40
Peer Group 2 - Rural	89.62	90.97	88.96
All RSLs	87.81	88.21	87.76
SHN Average	86.57	86.81	85.86

Opportunities to Participate

15 Percentage tenants satisfied with opportunities given to them to participate in landlords decision making

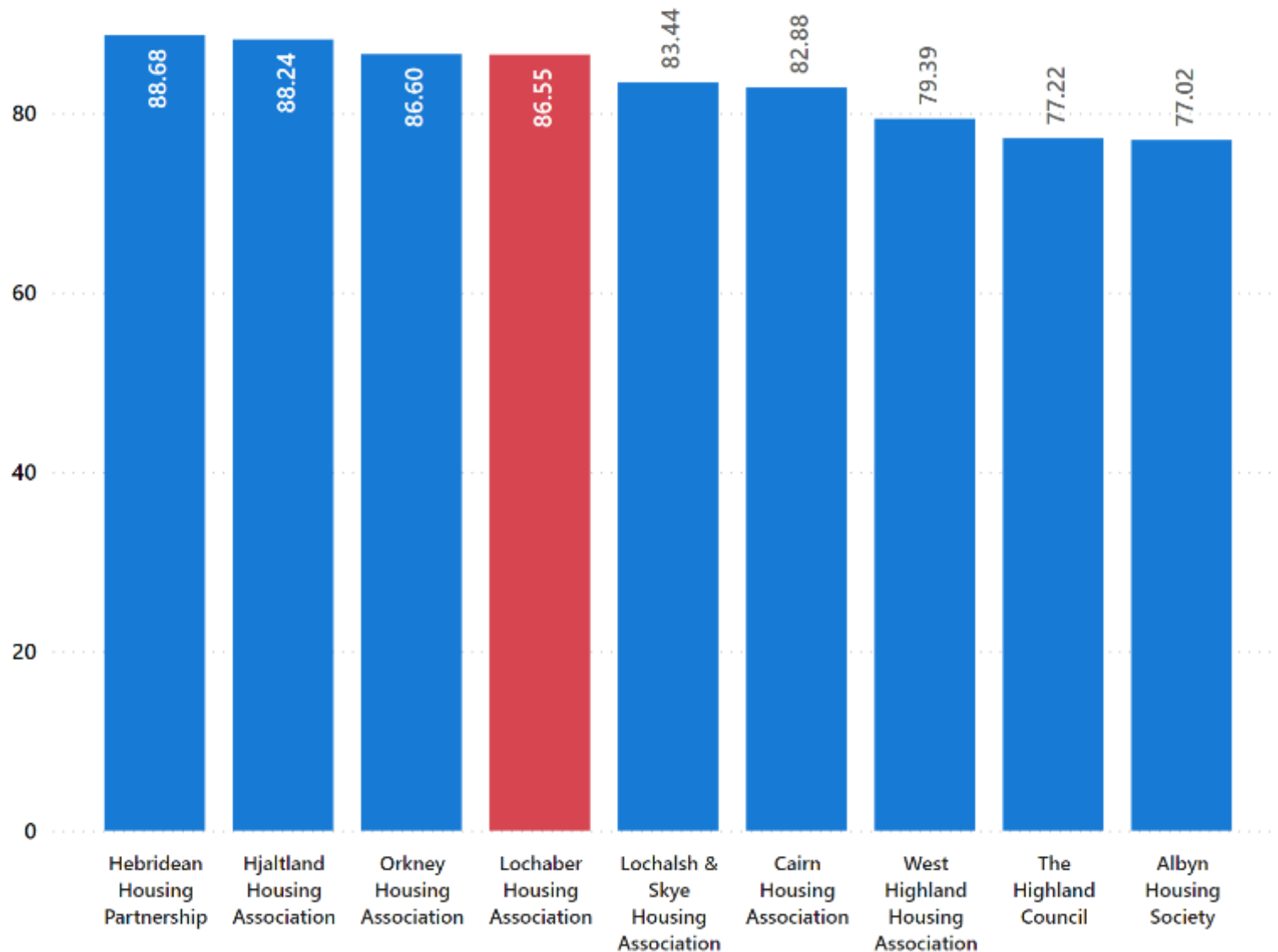


Change from previous survey

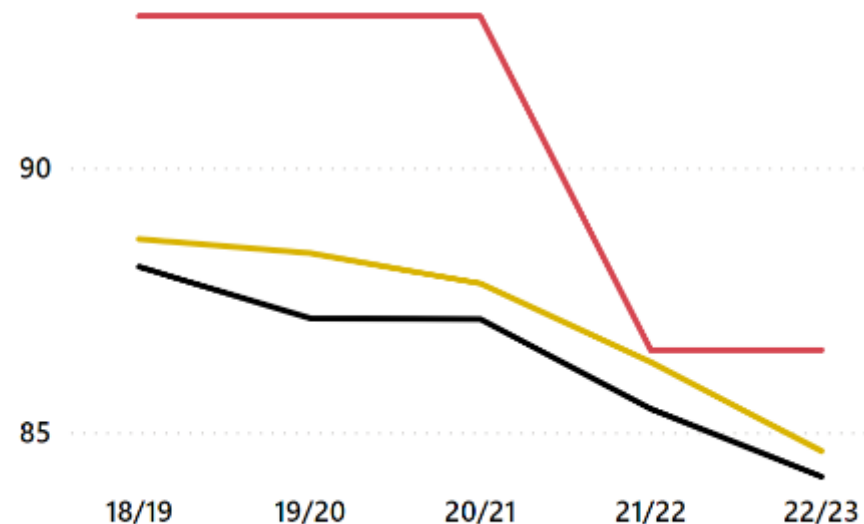


Quality of Home (All Tenants)

17 Percentage tenants satisfied with quality of home

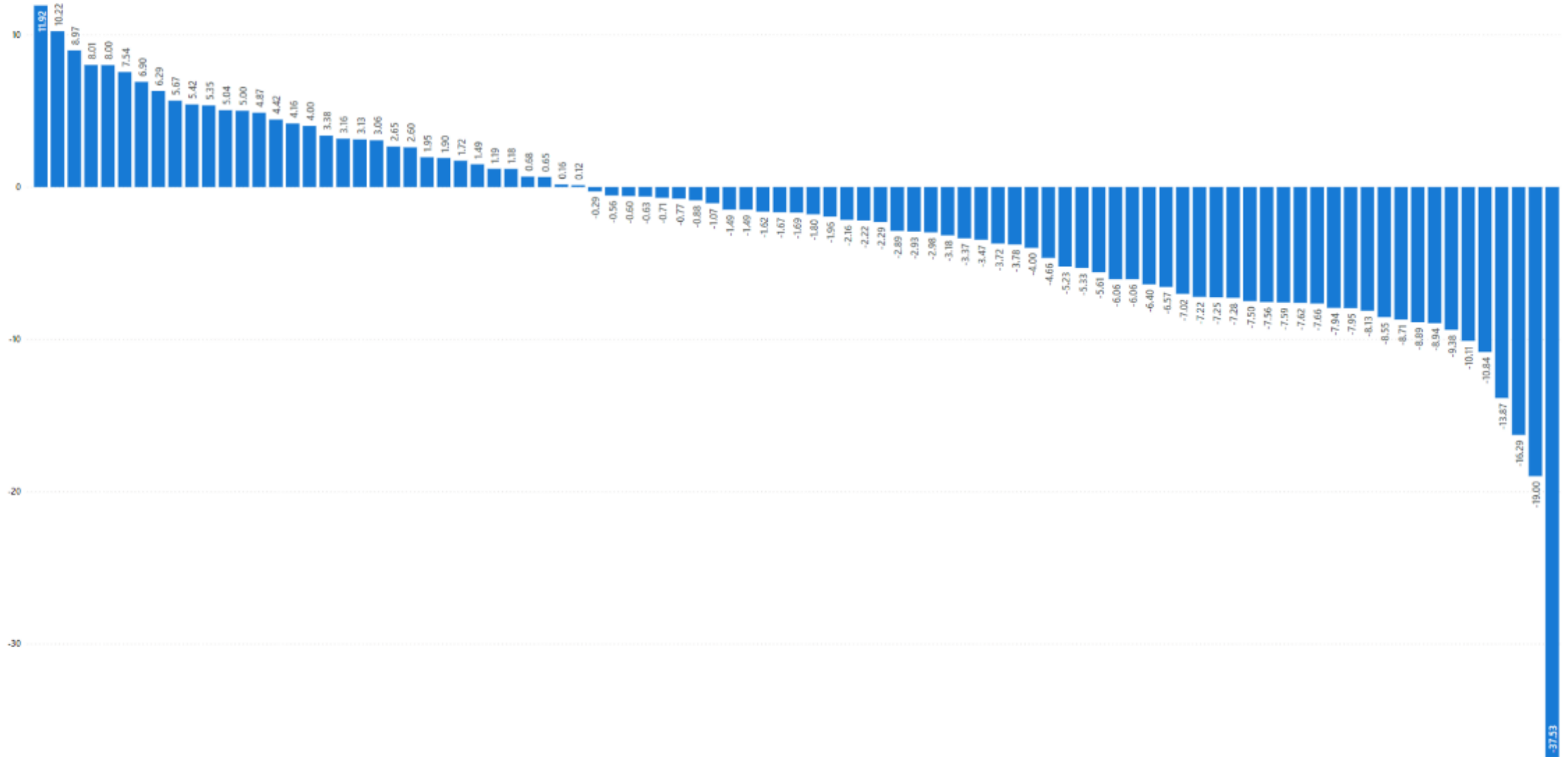


● Lochaber Housing Association ● All RSLs ● SHN Average



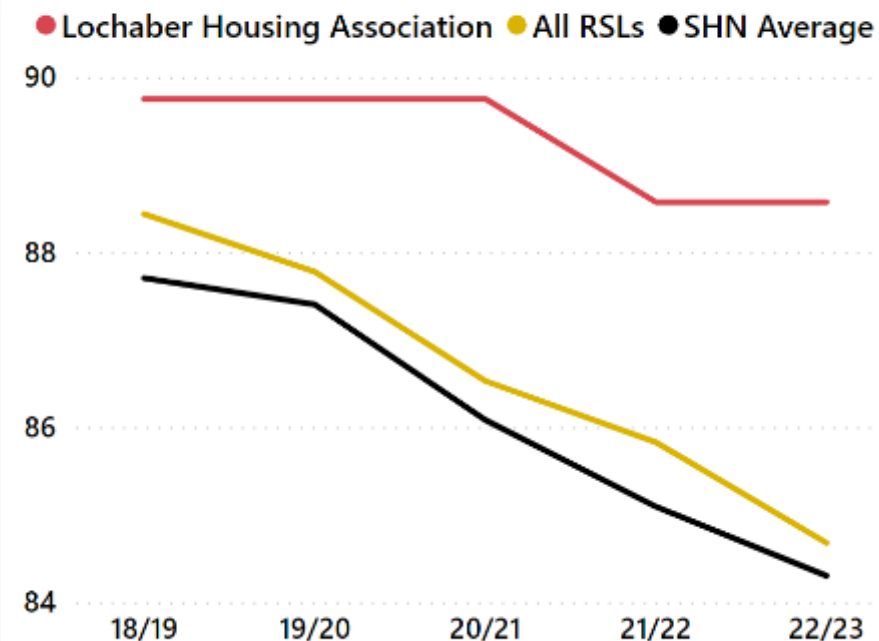
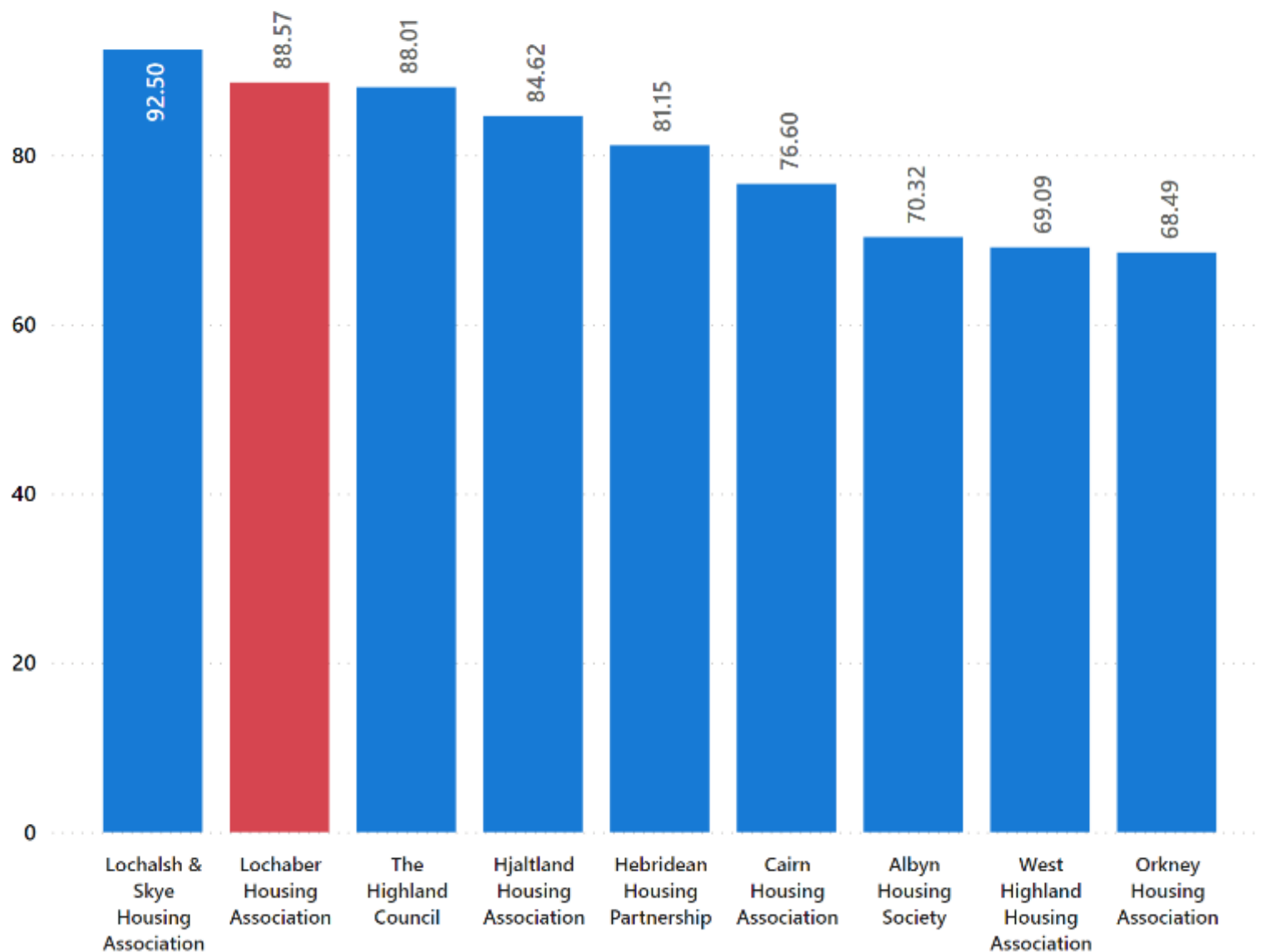
Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	92.86	86.55	86.55
Peer Group 2 - Rural	89.71	85.67	85.01
All RSLs	87.81	86.32	84.64
SHN Average	87.14	85.44	84.16

Change from previous survey



Management of Neighbourhood

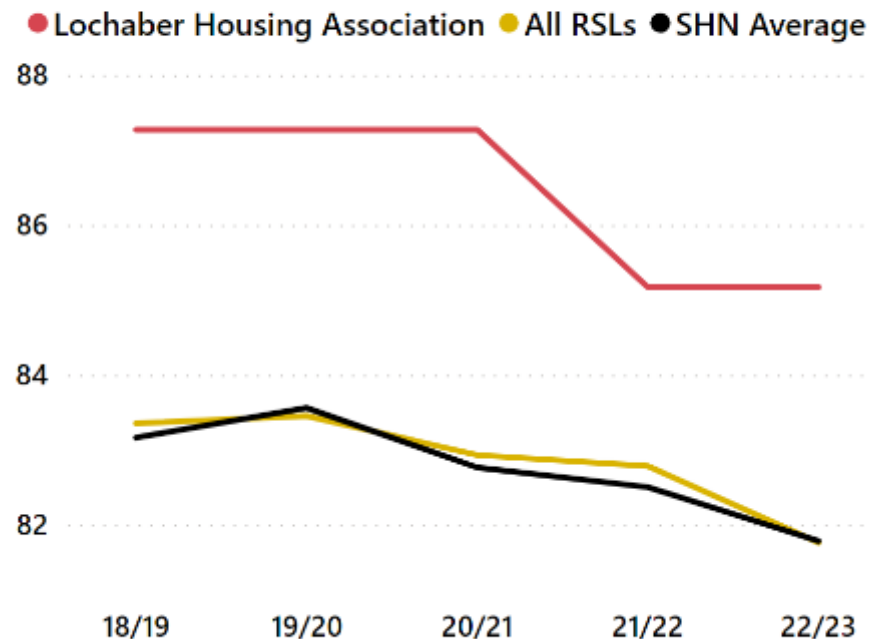
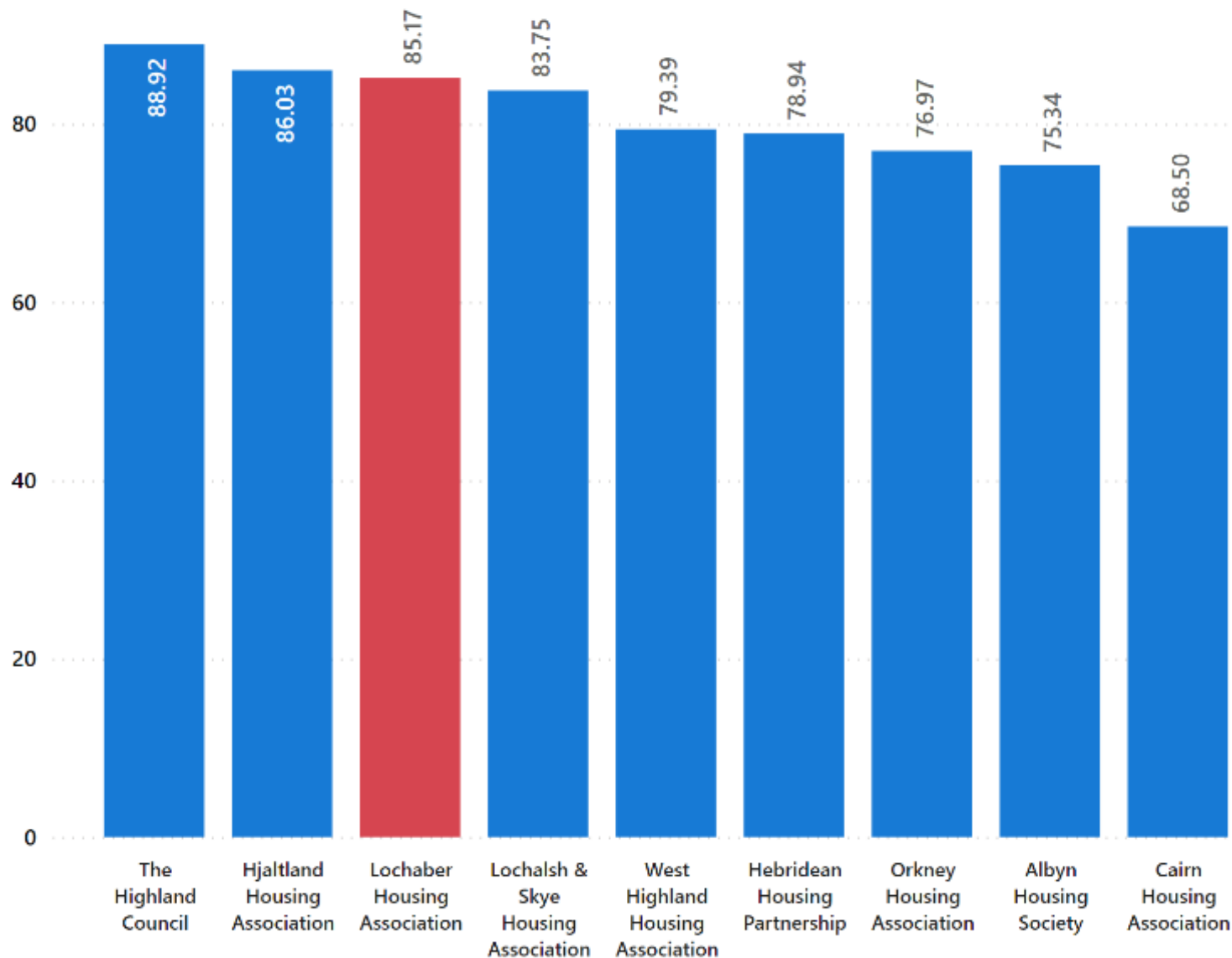
113 Percentage tenants satisfied with management of neighbourhood



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	89.75	88.57	88.57
Peer Group 2 - Rural	87.81	87.47	85.30
All RSLs	86.53	85.83	84.68
SHN Average	86.08	85.09	84.30

Value for Money

125 Percentage tenants who feel rent for their property represents good value for money

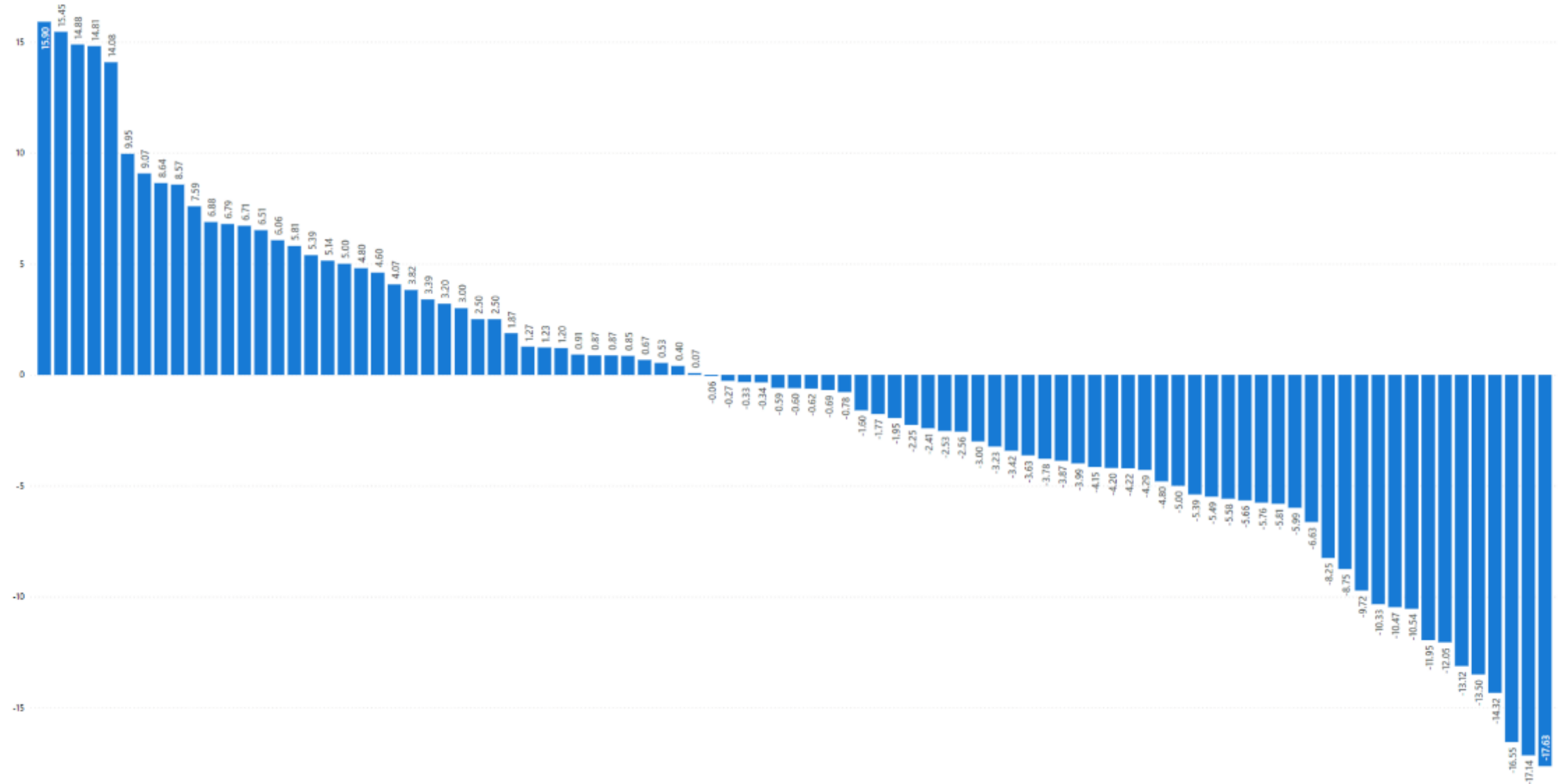


Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	87.27	85.17	85.17
Peer Group 2 - Rural	83.84	82.73	82.60
All RSLs	82.93	82.79	81.77
SHN Average	82.77	82.51	81.79

Value for Money

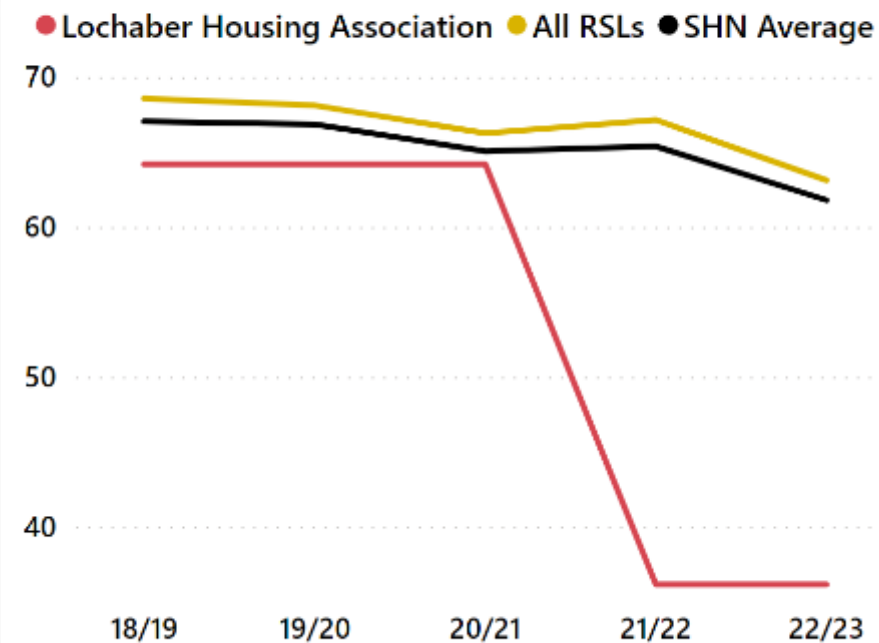
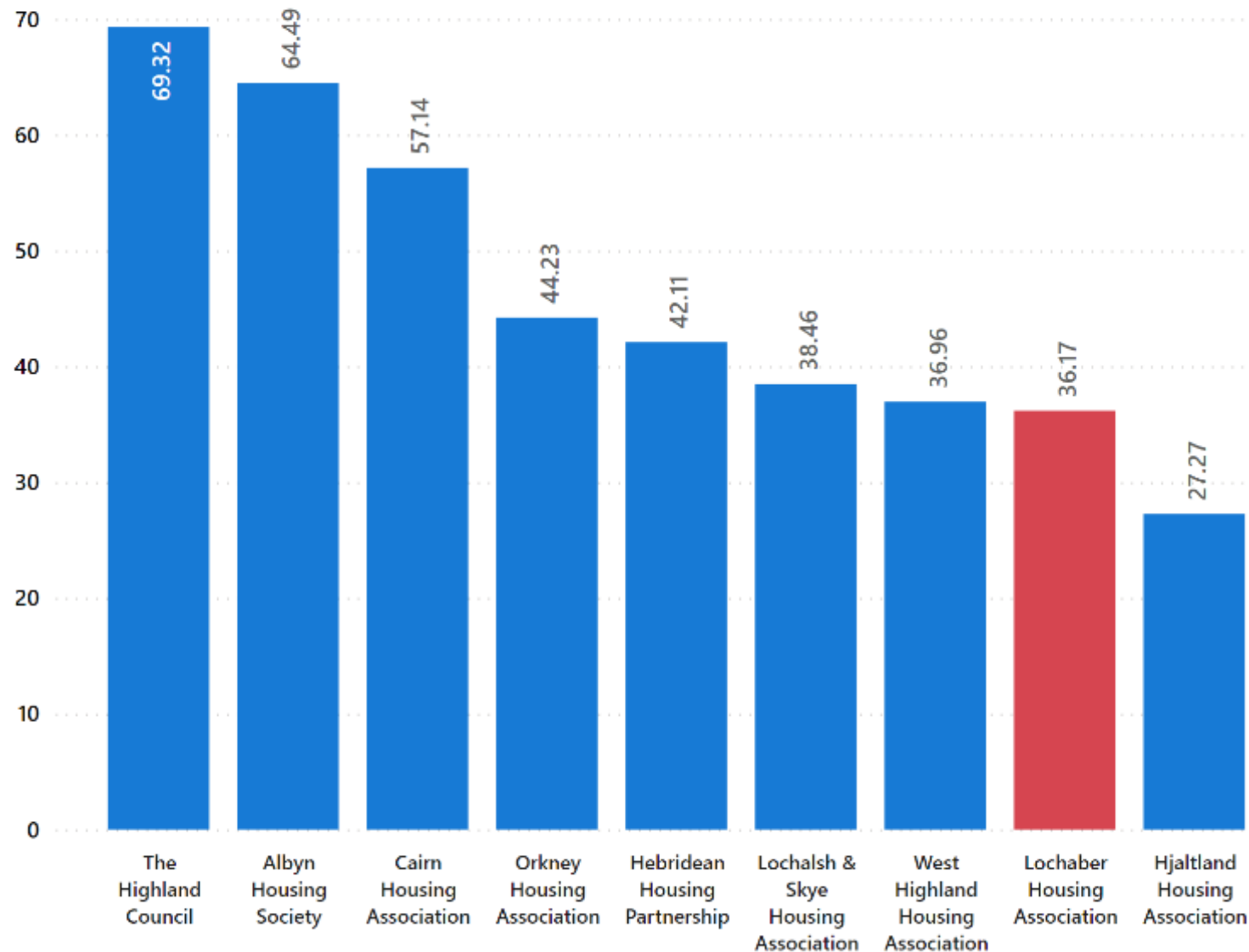
125 Percentage tenants who feel rent for their property represents good value for money

Change from previous survey



Factoring

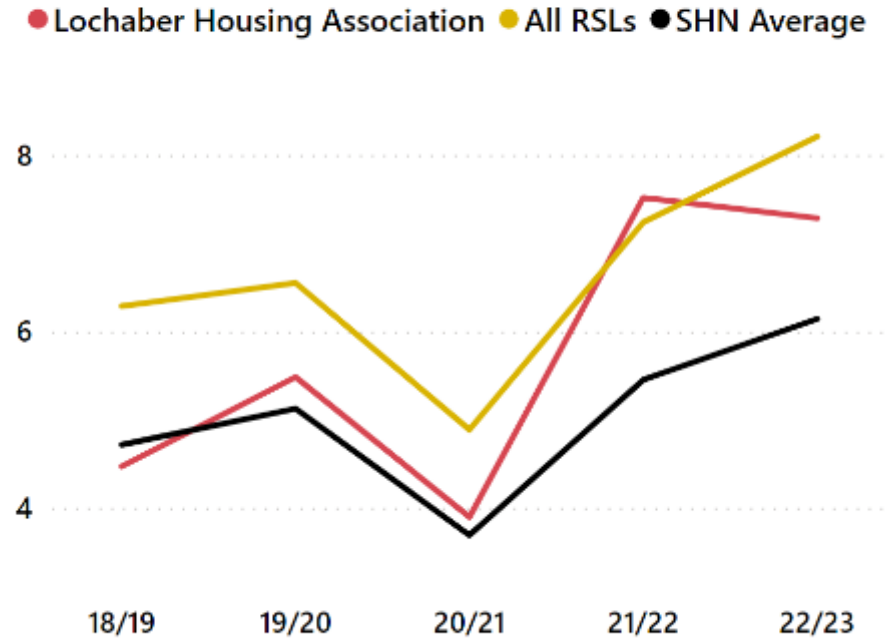
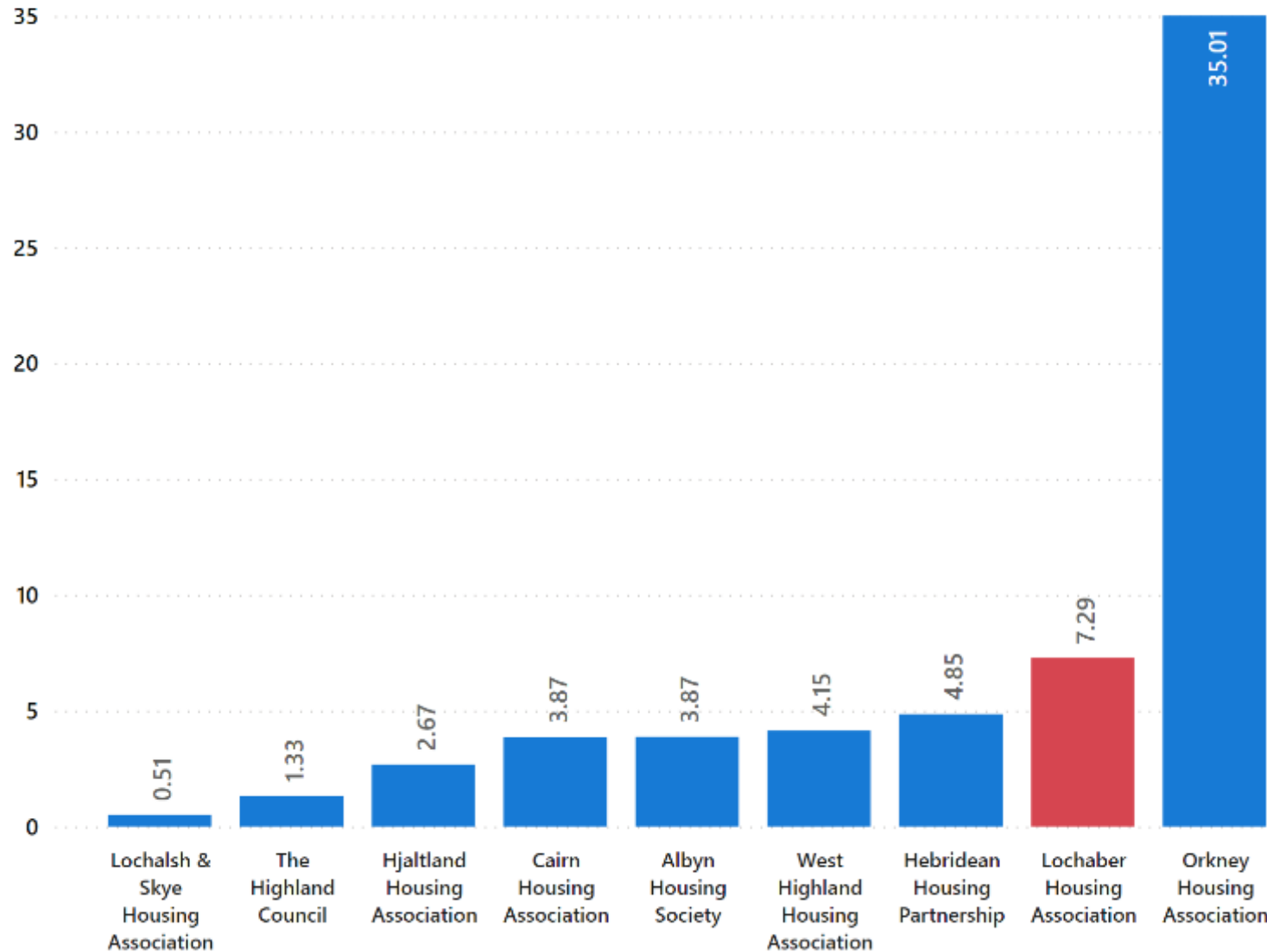
129 Percentage factored owners satisfied with factoring service



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	64.18	36.17	36.17
Peer Group 2 - Rural	50.71	50.90	48.49
All RSLs	66.25	67.14	63.11
SHN Average	65.05	65.38	61.79

Complaints

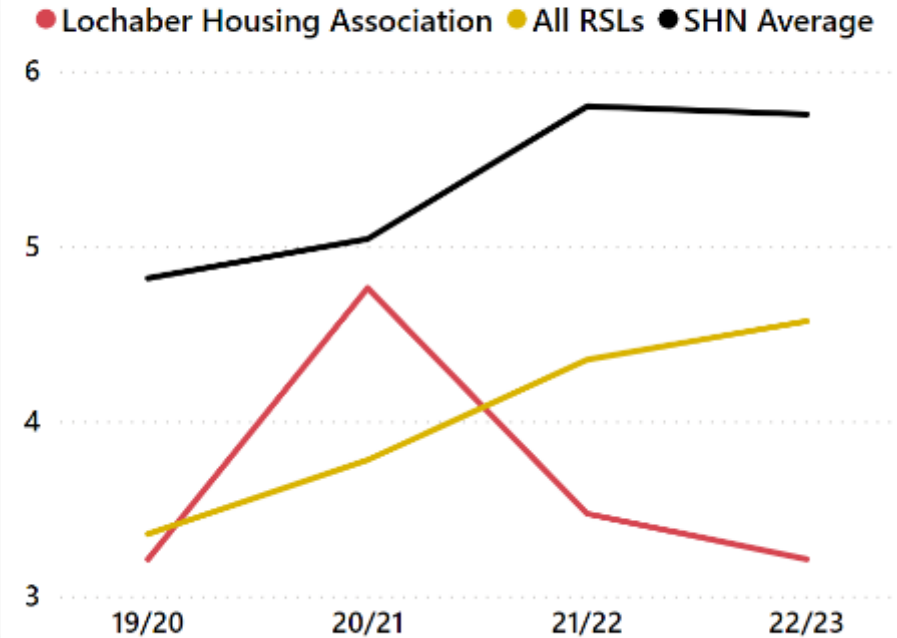
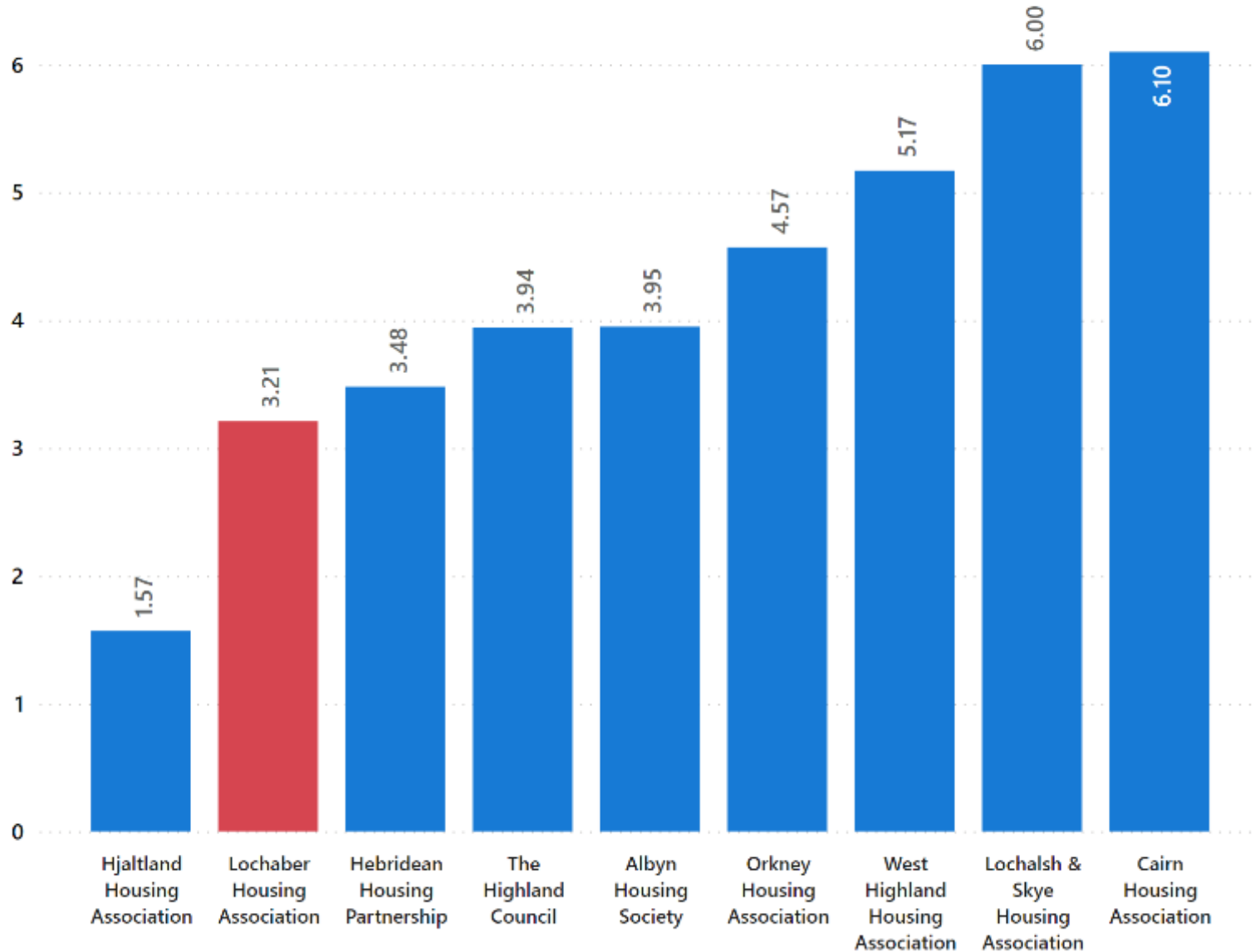
13 complaints per 100 homes



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	3.90	7.52	7.29
Peer Group 2 - Rural	5.46	5.45	6.29
All RSLs	4.89	7.24	8.21
SHN Average	3.69	5.45	6.14

1st Stage Complaints

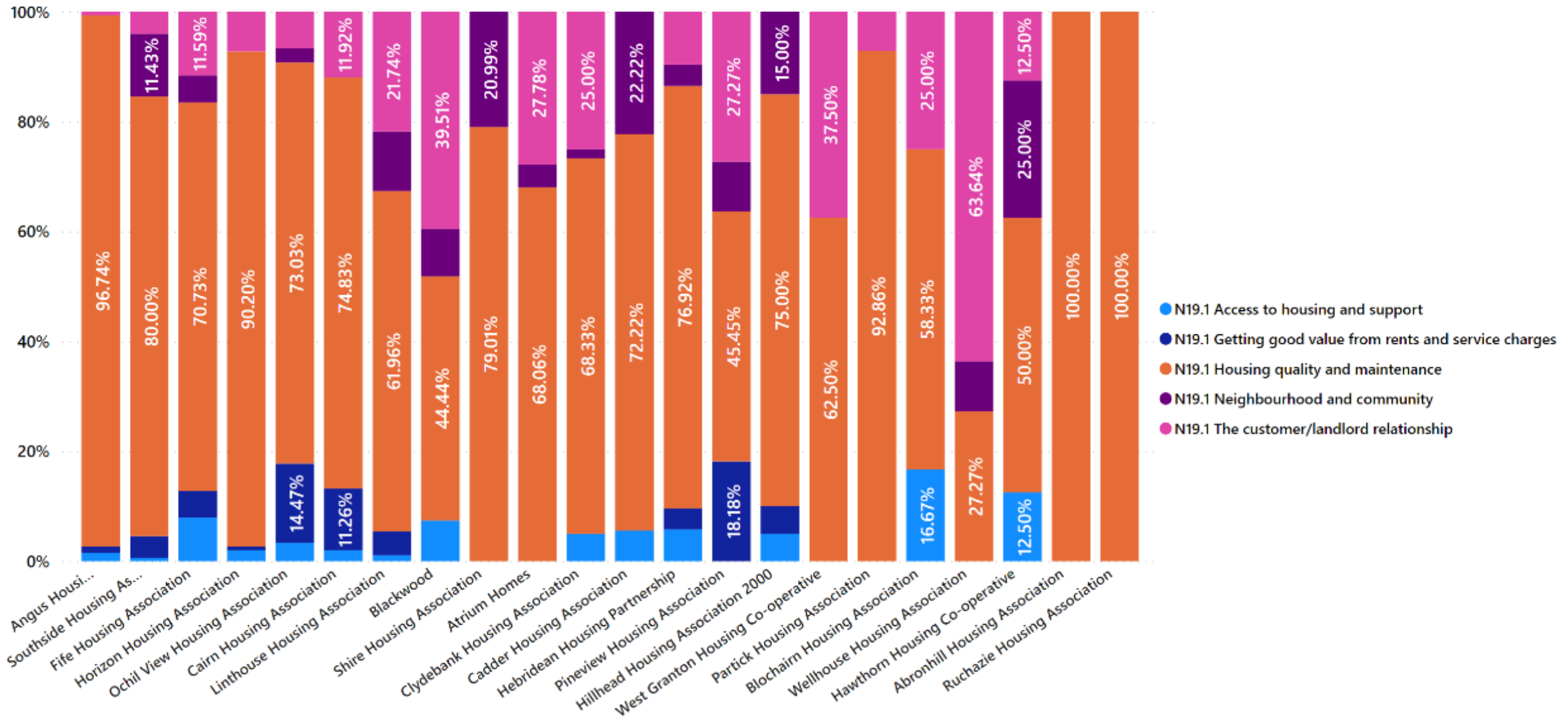
14 Stage 1 complaints average time to respond



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	4.76	3.47	3.21
Peer Group 2 - Rural	3.81	4.76	4.35
All RSLs	3.78	4.35	4.57
SHN Average	5.04	5.80	5.75

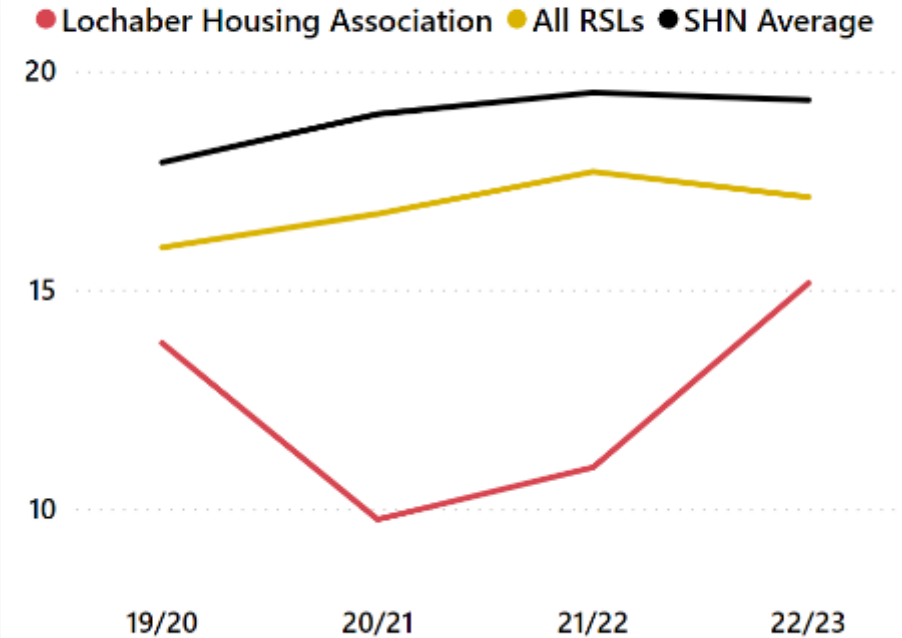
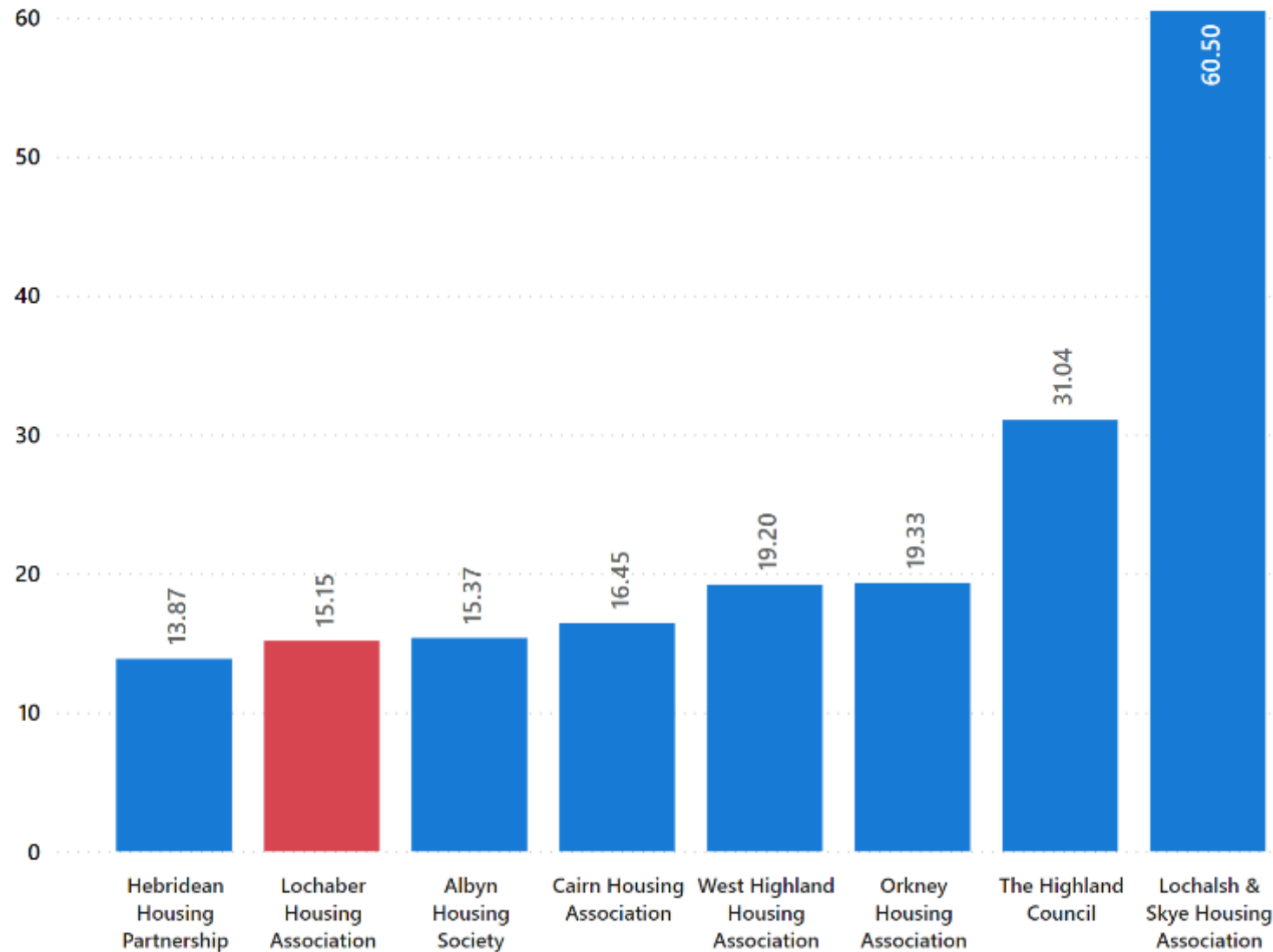
1st Stage Complaints

N19 Stage 1 complaints



2nd Stage Complaints

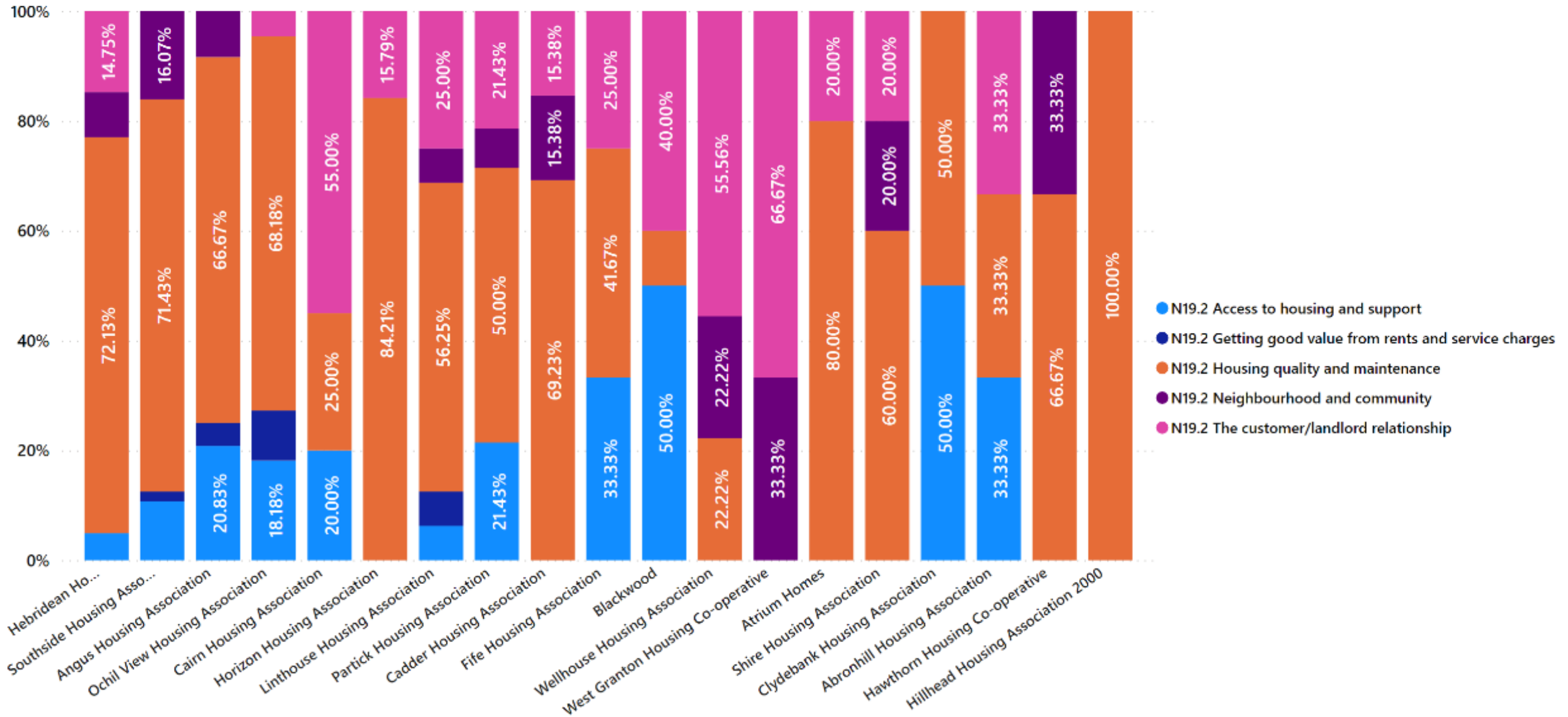
14 Stage 2 complaints average time to respond



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	9.75	10.94	15.15
Peer Group 2 - Rural	17.37	19.05	18.82
All RSLs	16.73	17.70	17.12
SHN Average	19.01	19.51	19.34

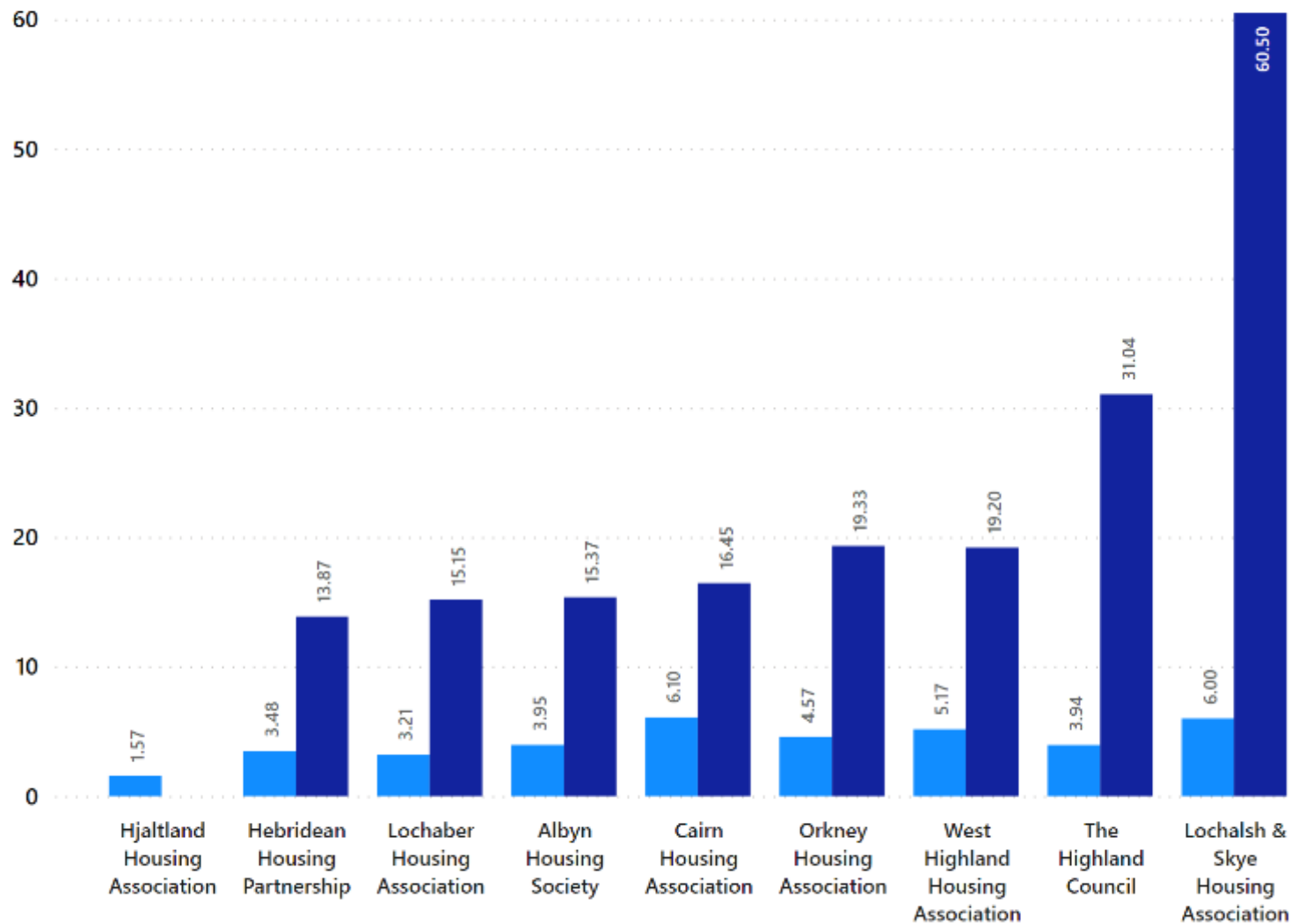
2nd Stage Complaints

N19 Stage 2 complaints



Complaints

I4 Time to respond to 1st & 2nd stage complaints



● I4 Stage 1 complaints average time to respond ● I4 Stage 2 complaints average time to respond

	22/23	
Organisation Name	I4 Stage 1 complaints average time to respond	I4 Stage 2 complaints average time to respond
Lochaber Housing Association	3.21	15.15
Peer Group 2 - Rural	4.35	18.82
All RSLs	4.57	17.12
SHN Average	5.75	19.34

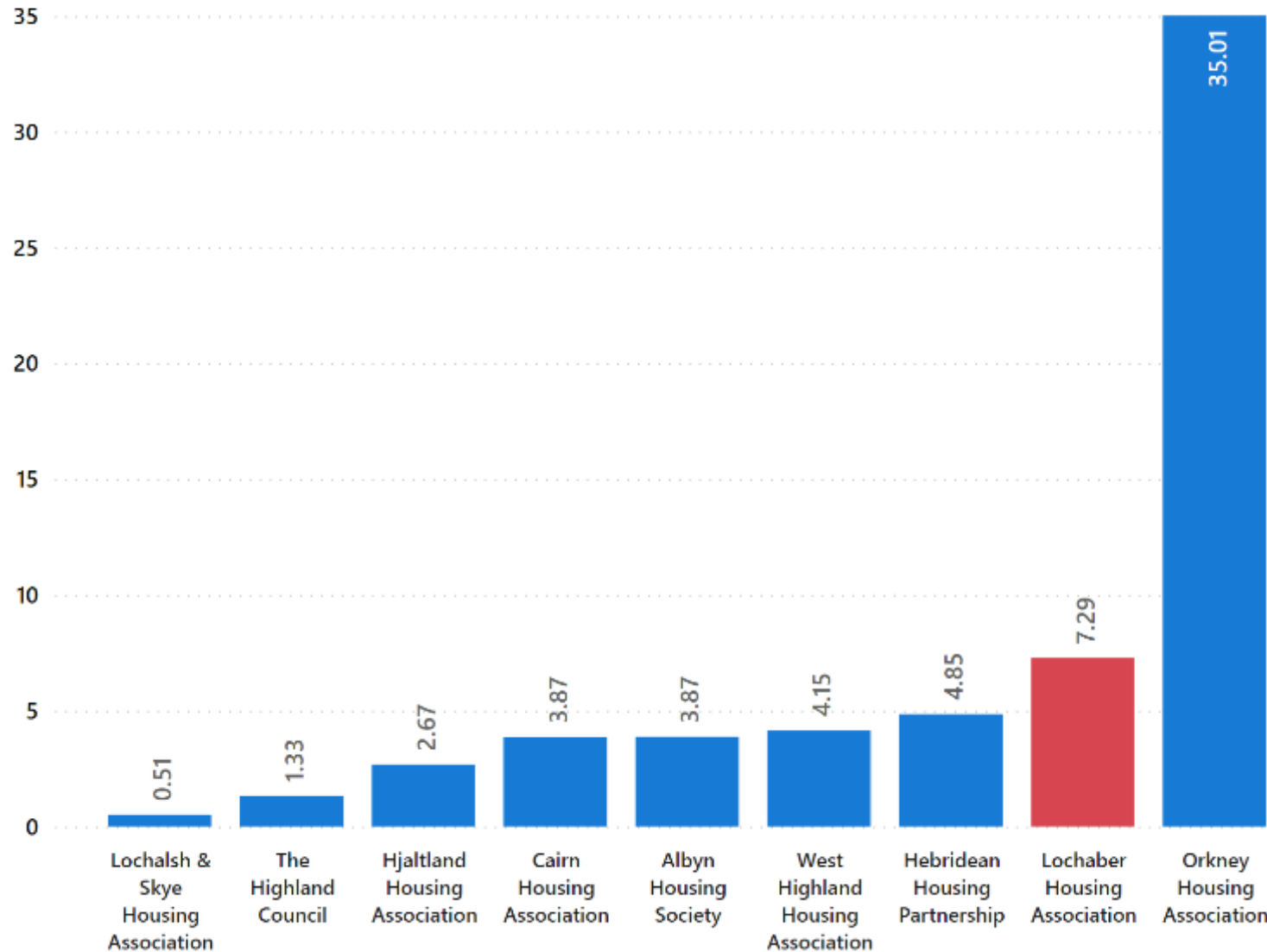
SPSO Target

5 days

20 days

Complaints

**I3 Complaints per 100 homes & I4
Time to respond to 1st & 2nd
stage complaints**



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	3.90	7.52	7.29
Peer Group 2 - Rural	5.46	5.45	6.29
All RSLs	4.89	7.24	8.21
SHN Average	3.69	5.45	6.14

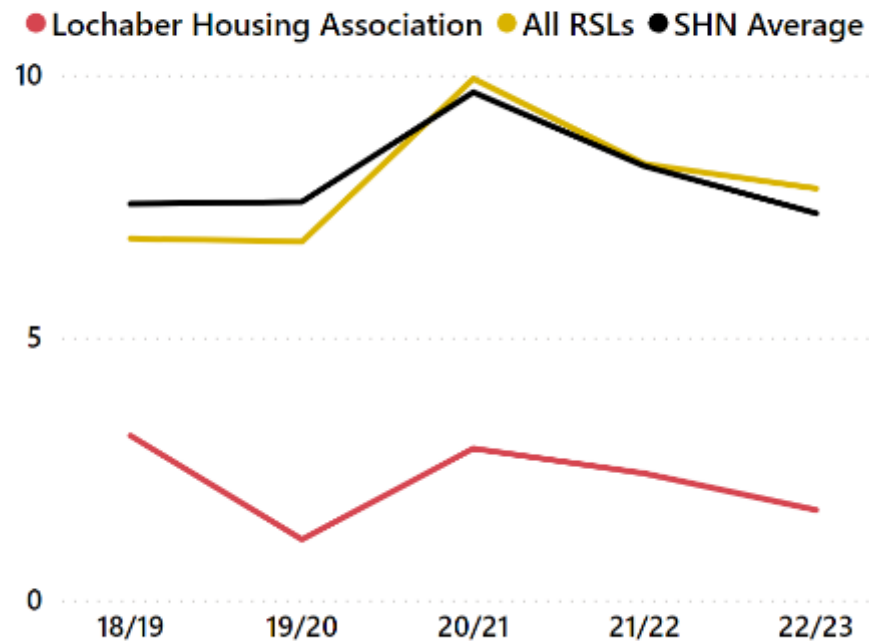
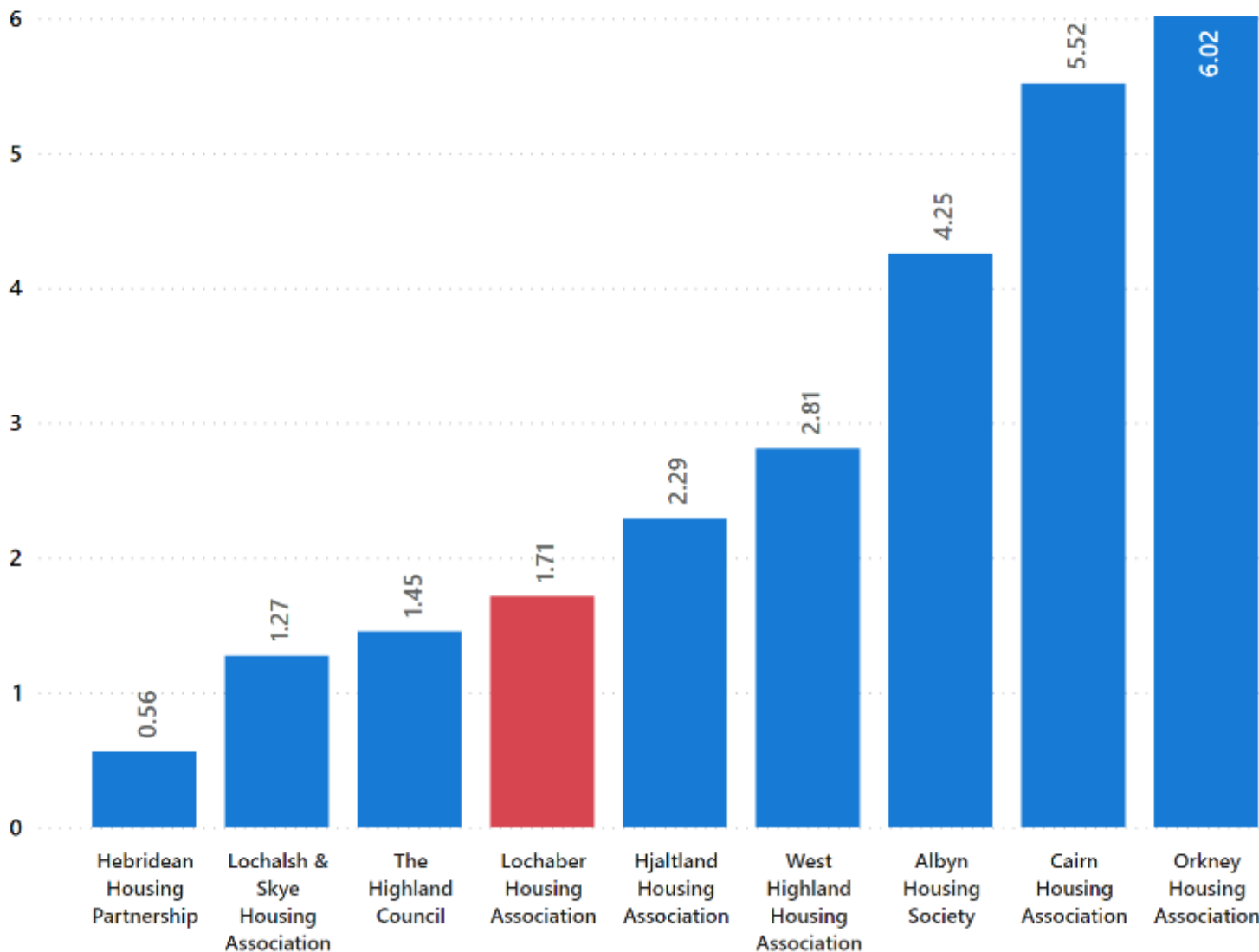
Organisation Name	22/23		
	I3 complaints per 100 homes	I4 Stage 1 complaints average time to respond	I4 Stage 2 complaints average time to respond
Lochaber Housing Association	7.29	3.21	15.15
Peer Group 2 - Rural	6.29	4.35	18.82
All RSLs	8.21	4.57	17.12
SHN Average	6.14	5.75	19.34

SPSO Target

5 days 20 days

Anti-Social Behaviour

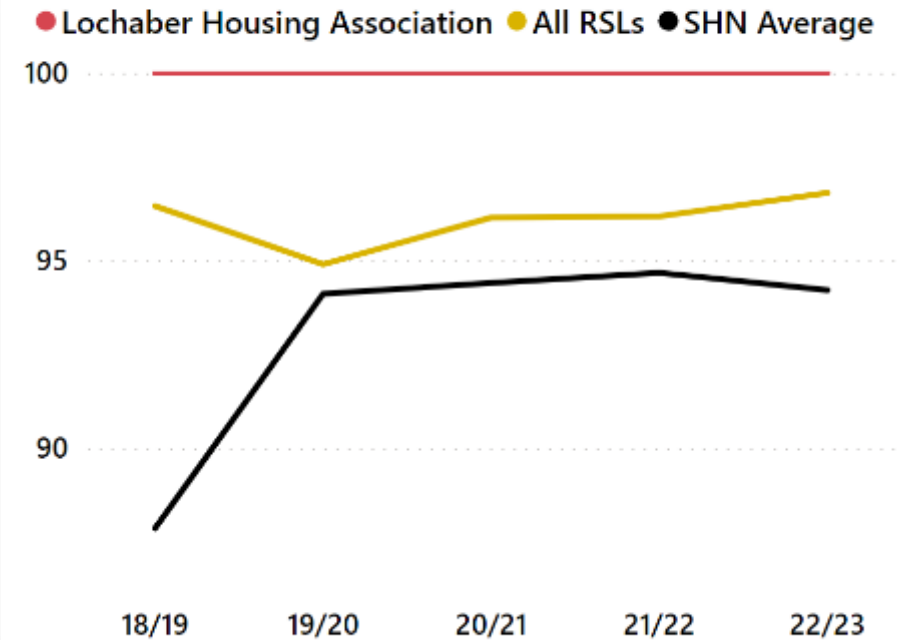
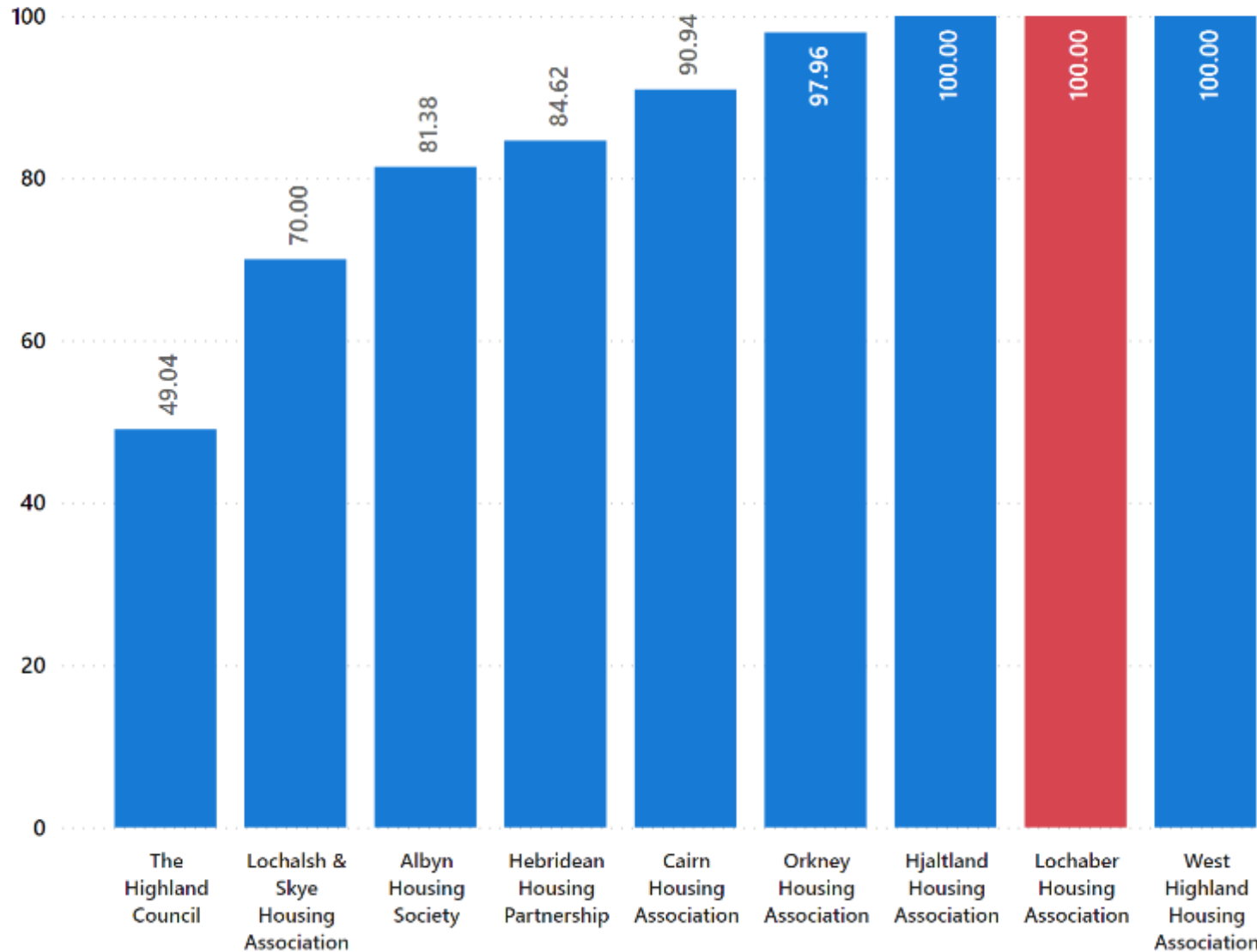
115 ASB cases per 100 homes



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	2.89	2.41	1.71
Peer Group 2 - Rural	7.24	5.62	5.33
All RSLs	9.93	8.30	7.84
SHN Average	9.67	8.26	7.37

Anti-Social Behaviour

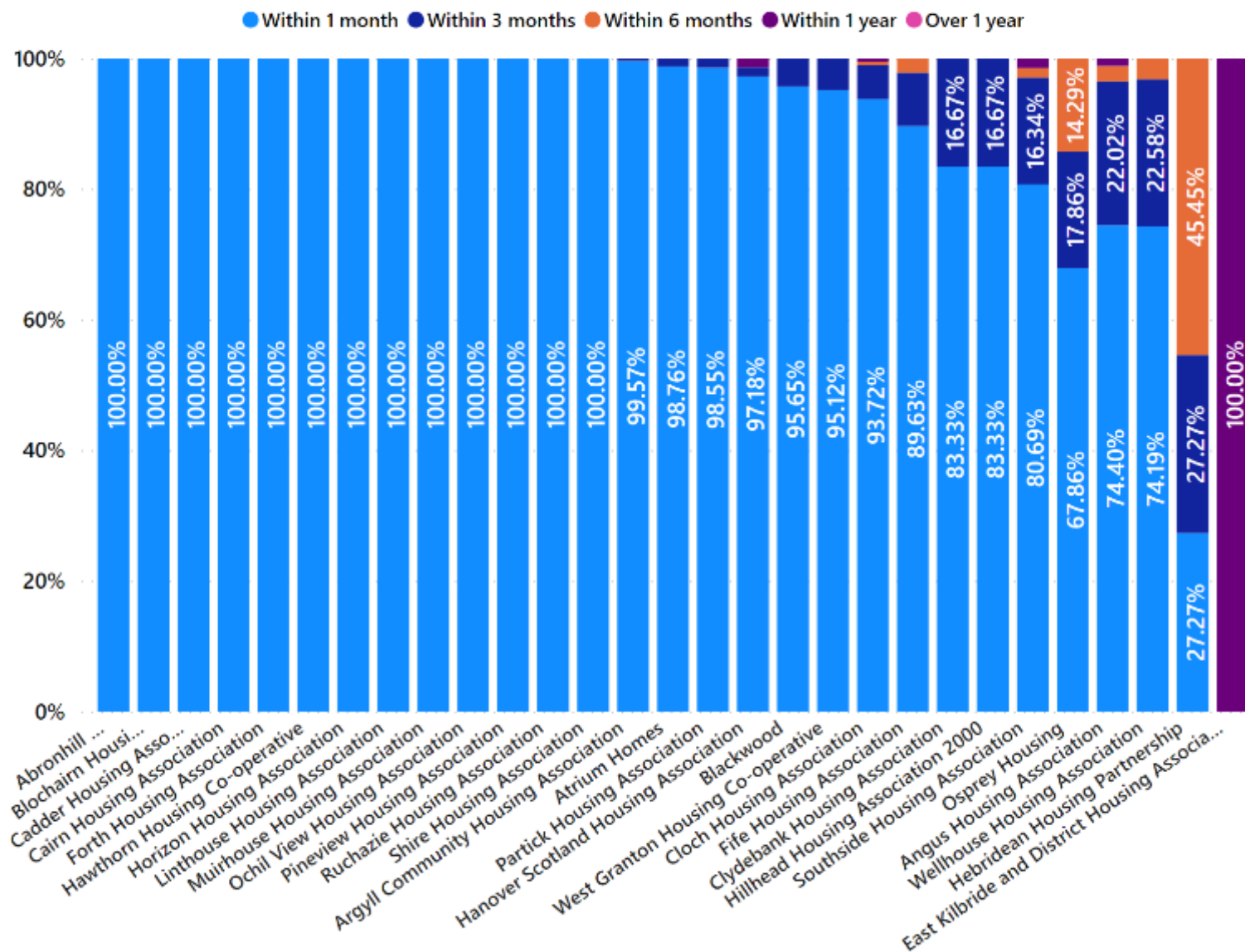
115 Percentage of anti-social behaviour cases which were resolved



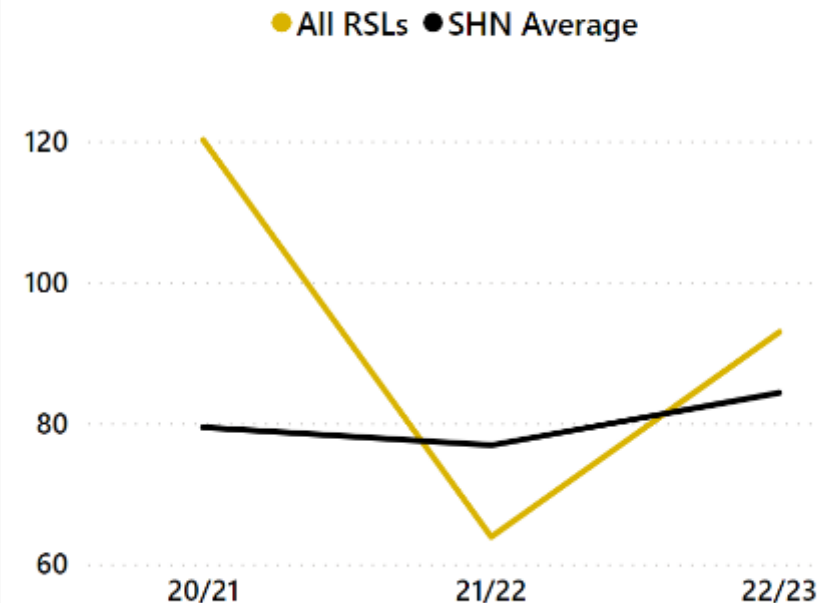
Organisation Name	20/21	21/22	22/23
Lochalsh Housing Association	100.00	100.00	100.00
Peer Group 2 - Rural	92.88	93.20	91.67
All RSLs	96.14	96.18	96.80
SHN Average	94.40	94.67	94.21

Anti-Social Behaviour

N31 Anti-social behaviour cases resolved - timescale



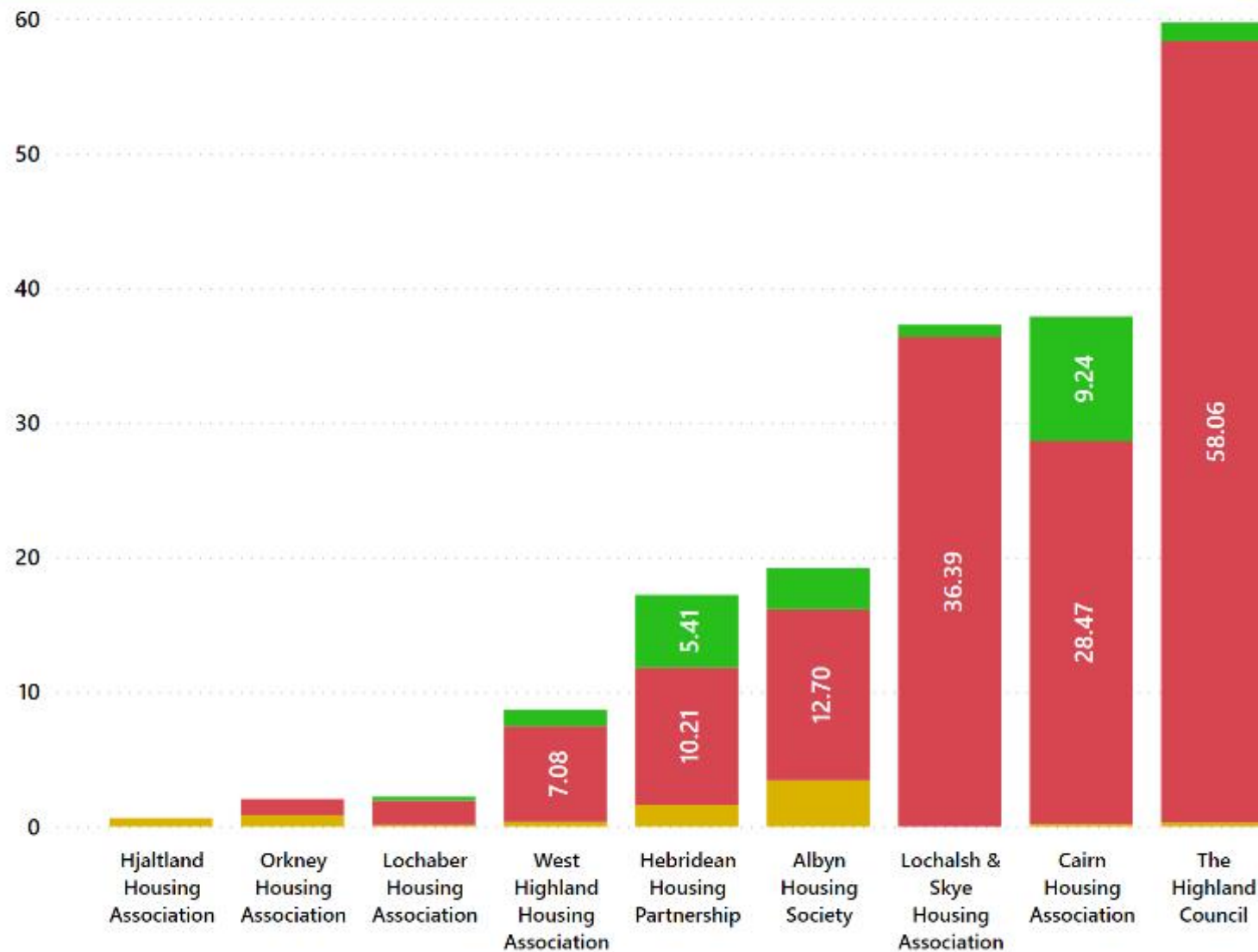
Percentage of ASB cases closed within 1 month



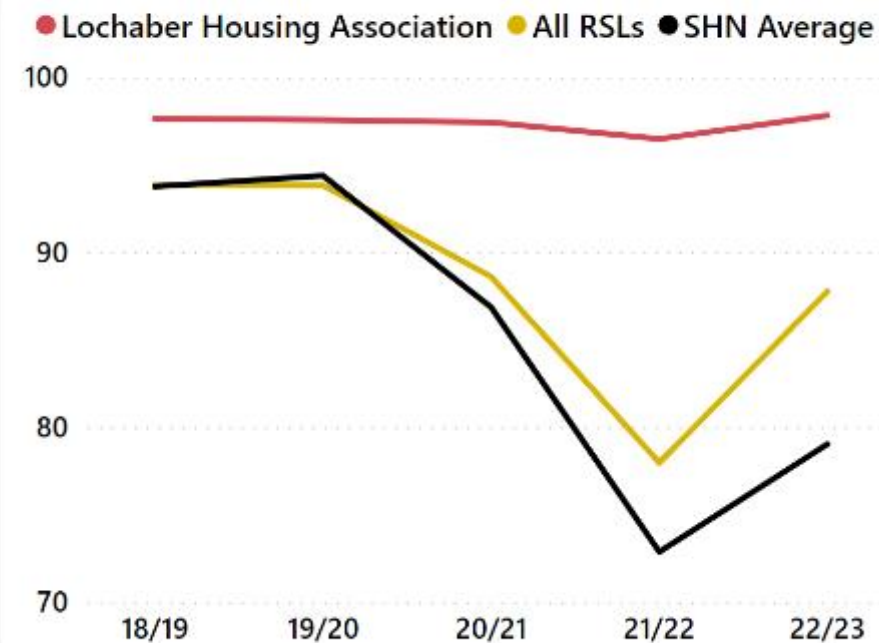
Total number of ASB cases closed

Organisation Name	20/21	21/22	22/23
All RSLs	1,176	1,422	2,646
SHN Average	20,949	9,846	17,211

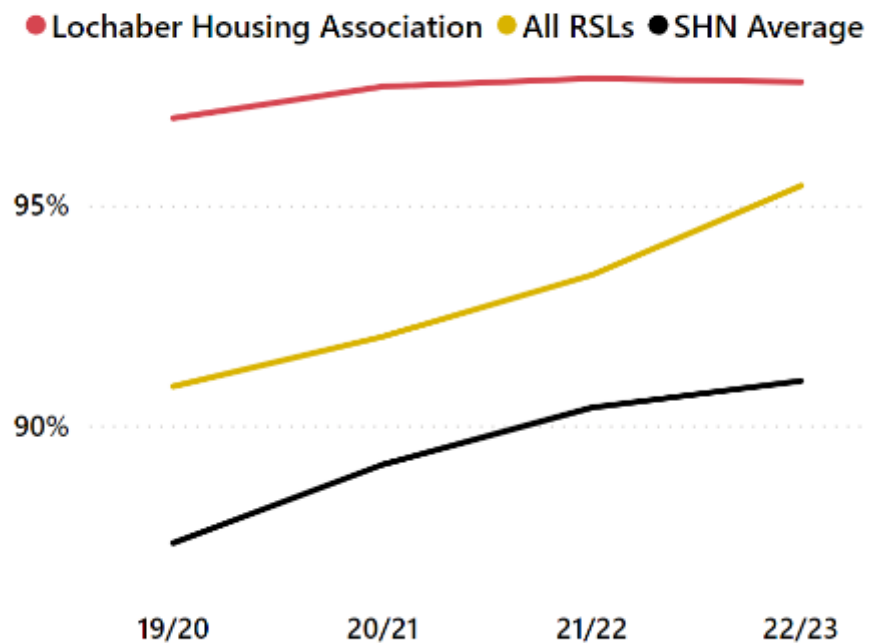
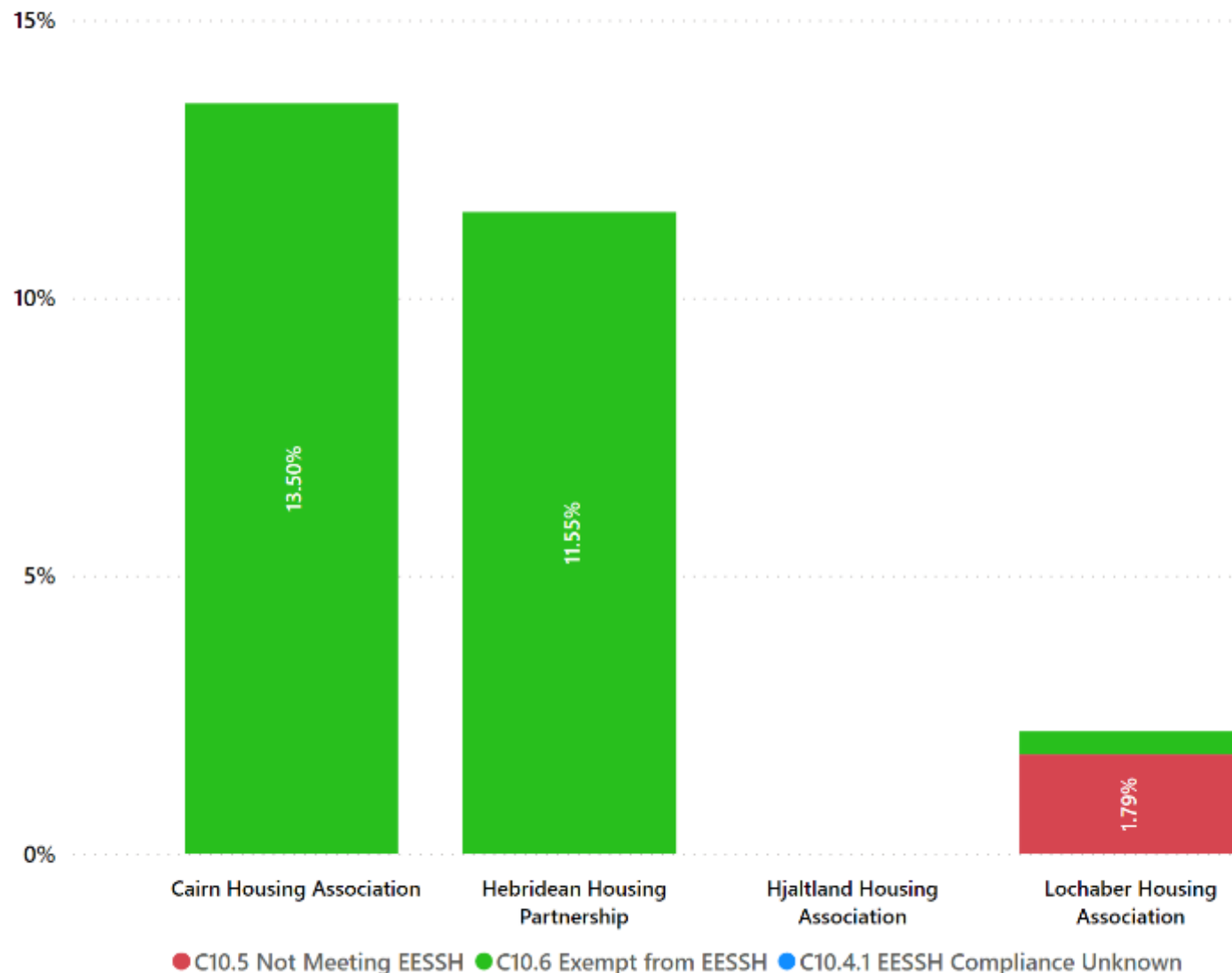
Housing Quality & Maintenance



● 16 Percentage in abeyance from SHQS ● 16 Percentage failing SHQS ● 16 Percentage exempt from SHQS



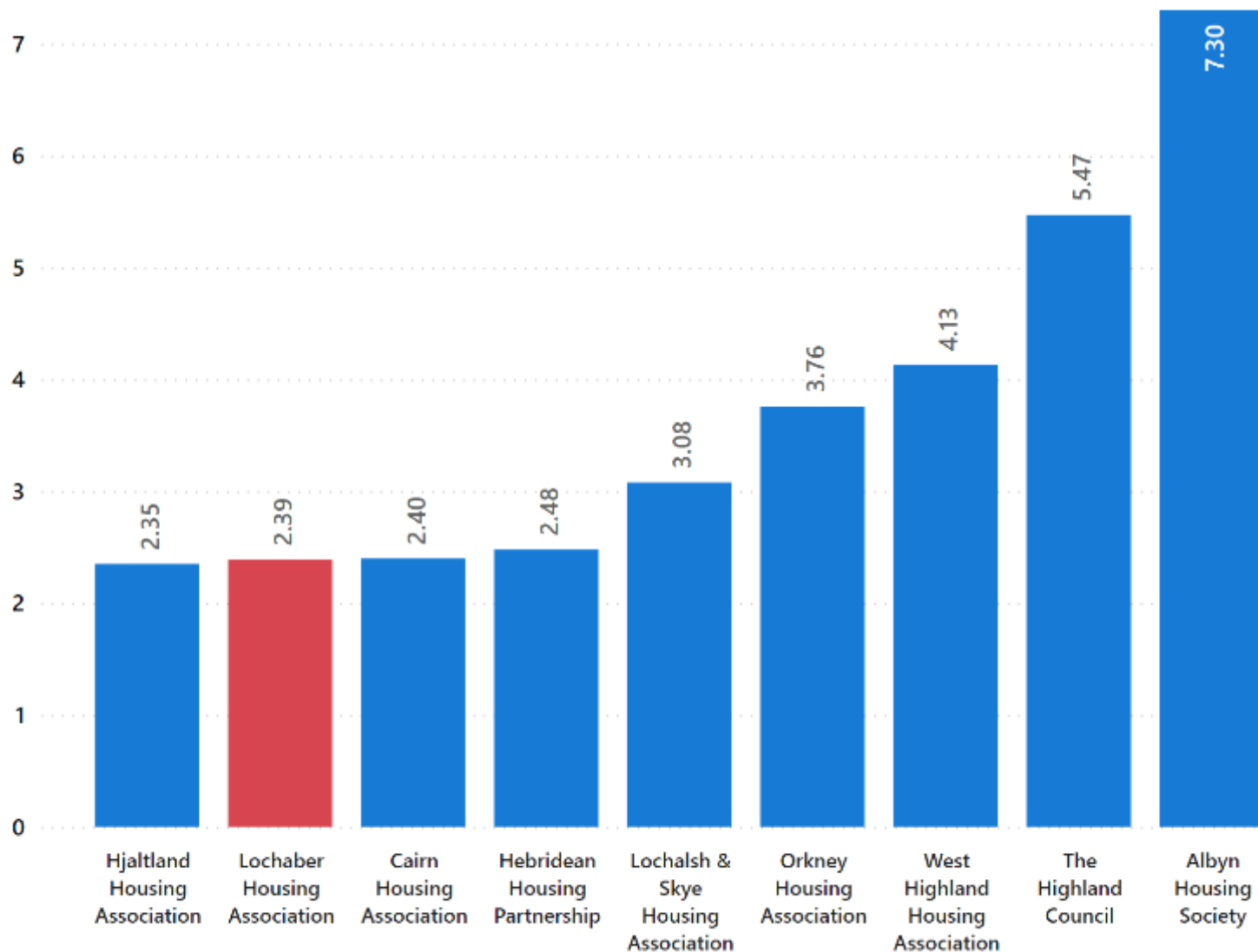
Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	97.40	96.46	97.80
Peer Group 2 - Rural	91.70	78.81	87.81
All RSLs	88.59	77.97	87.75
SHN Average	86.84	72.87	79.02



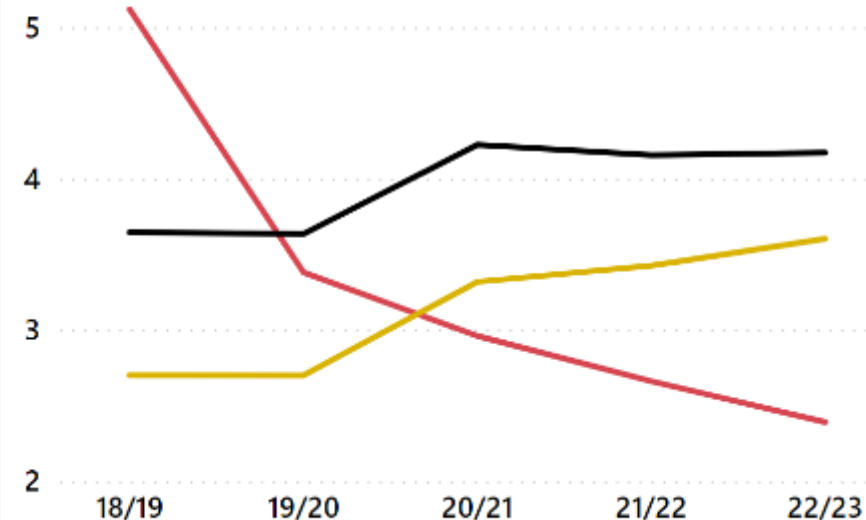
Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	97.69%	97.88%	97.80%
Peer Group 2 - Rural	94.65%	94.89%	97.18%
All RSLs	92.02%	93.42%	95.44%
SHN Average	89.12%	90.41%	91.01%

Emergency Repairs

18 Average hours to complete emergency repairs



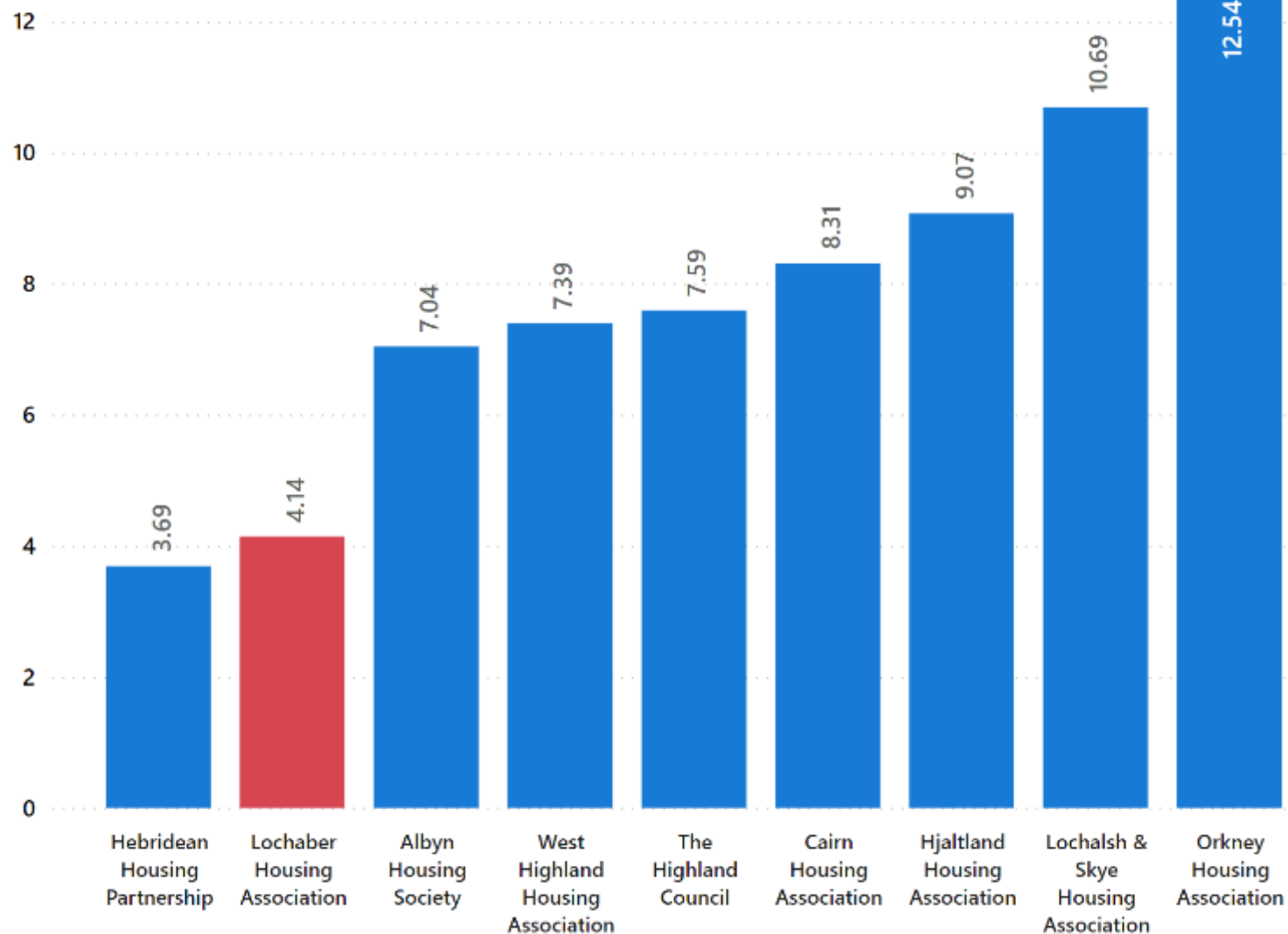
● Lochaber Housing Association ● All RSLs ● SHN Average



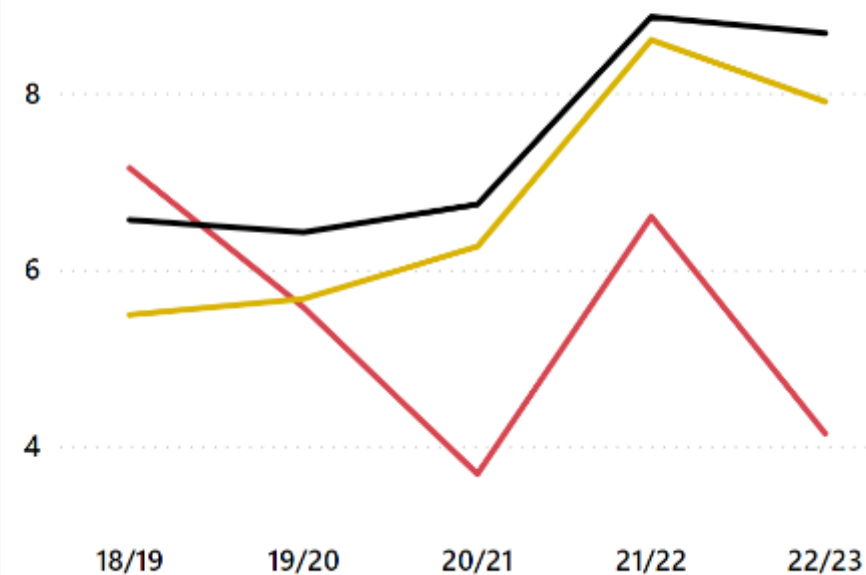
Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	2.96	2.66	2.39
Peer Group 2 - Rural	3.48	3.41	4.14
All RSLs	3.32	3.42	3.60
SHN Average	4.22	4.16	4.17

Non-Emergency Repairs

19 Average working days to complete non-emergency repairs



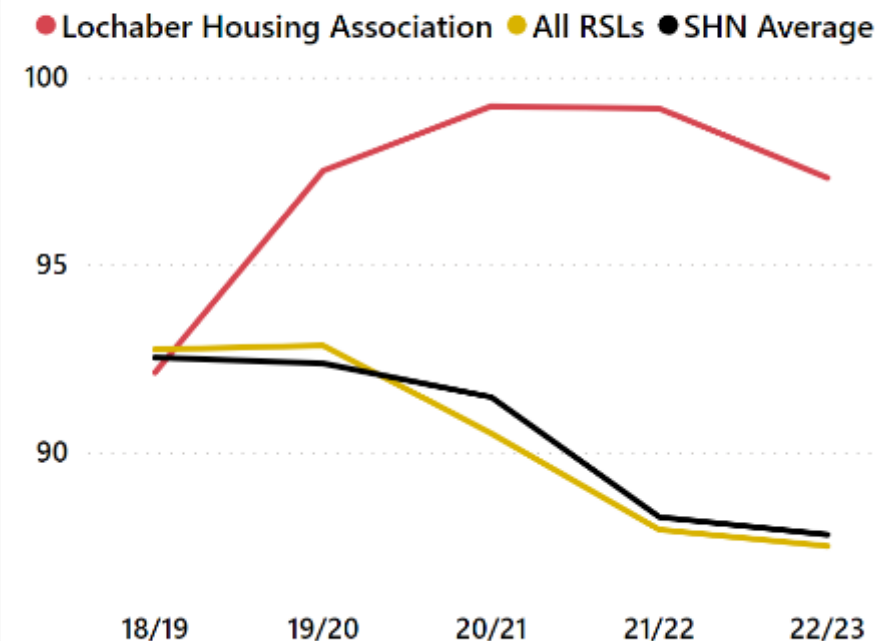
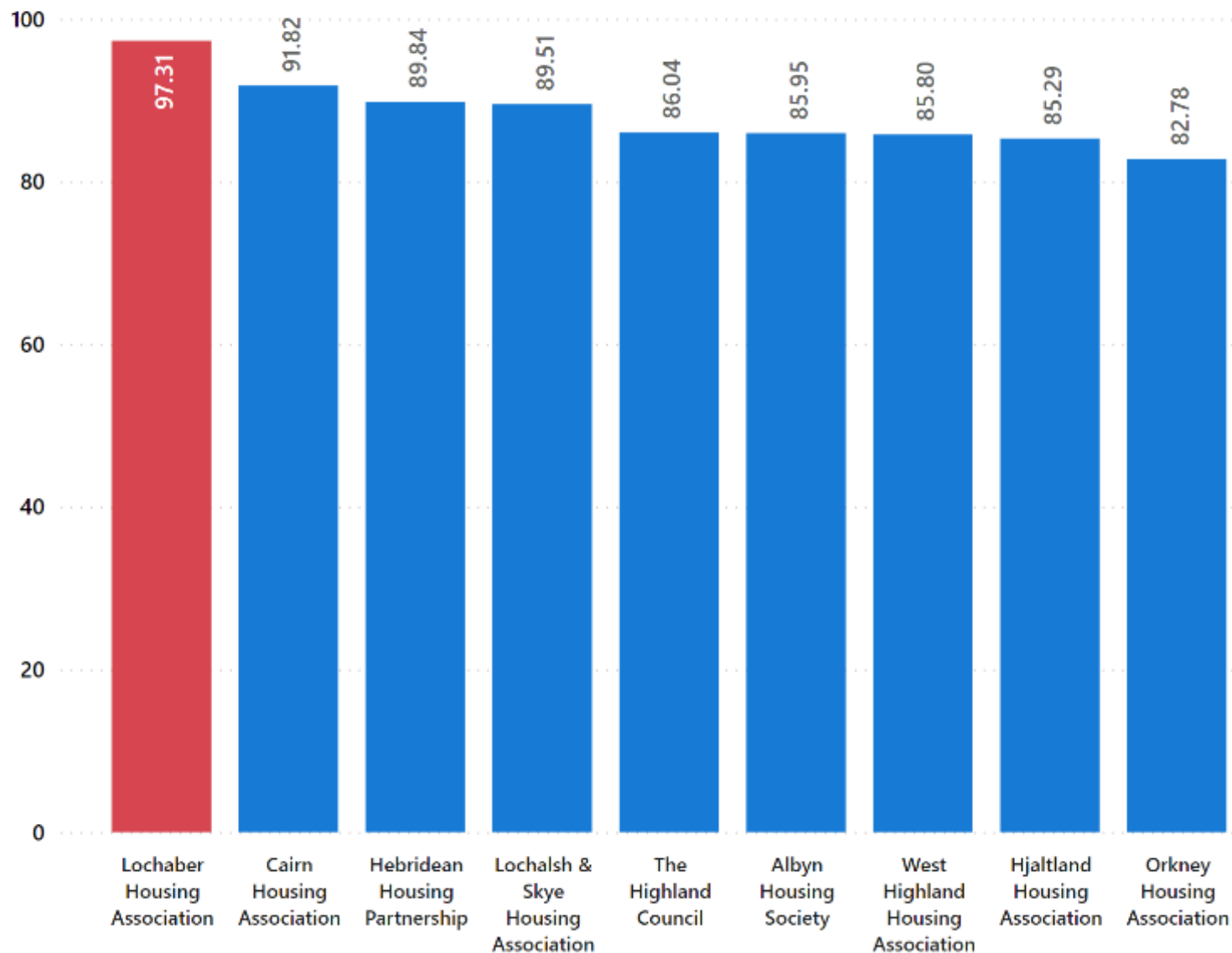
● Lochaber Housing Association ● All RSLs ● SHN Average



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	3.68	6.60	4.14
Peer Group 2 - Rural	7.03	9.55	8.63
All RSLs	6.26	8.60	7.90
SHN Average	6.74	8.87	8.68

Repairs Right First Time

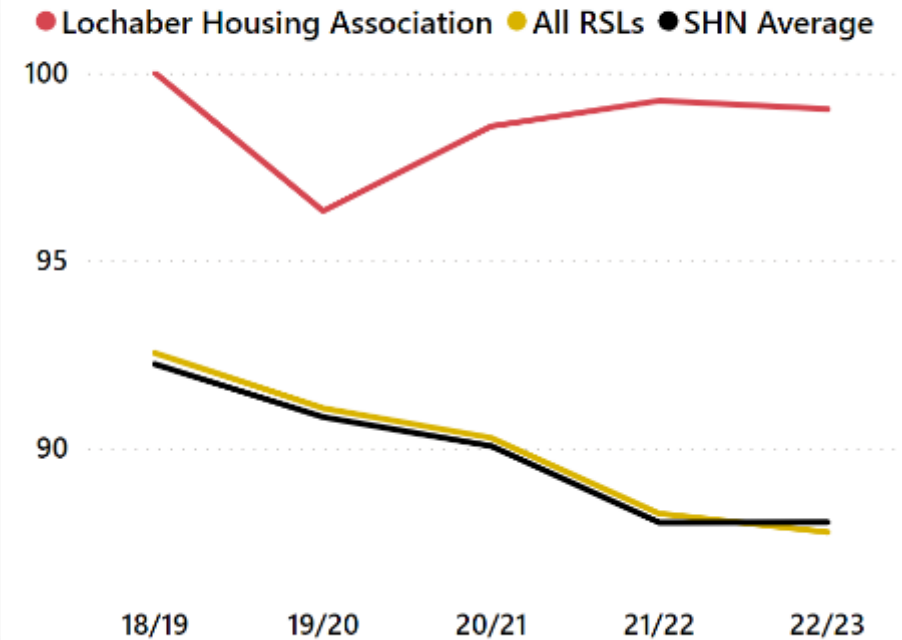
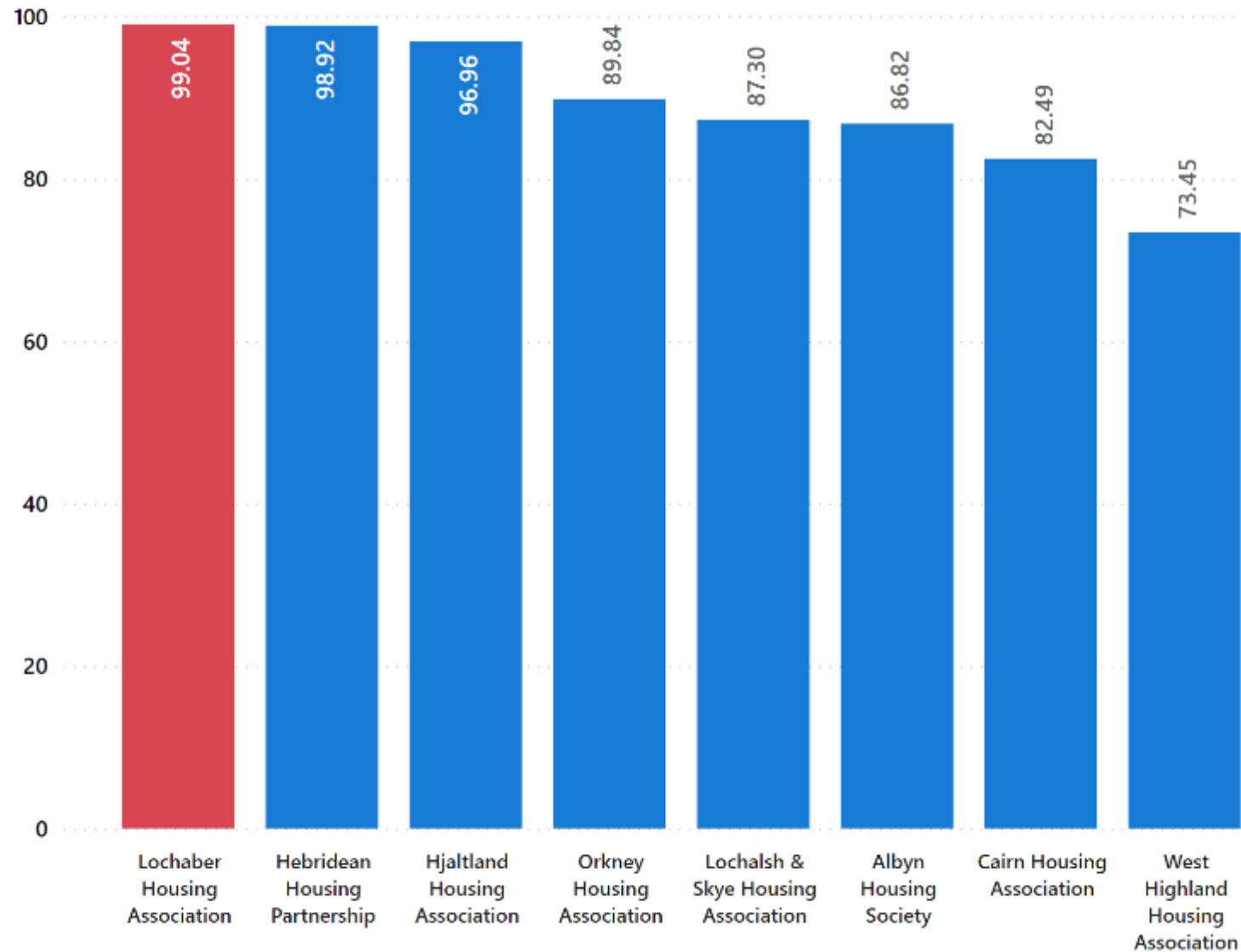
110 Percentage reactive repairs completed right first time



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	99.22	99.16	97.31
Peer Group 2 - Rural	91.13	87.31	88.55
All RSLs	90.50	87.93	87.49
SHN Average	91.46	88.27	87.80

Repairs Satisfaction

112 Percentage tenants satisfied with repairs service



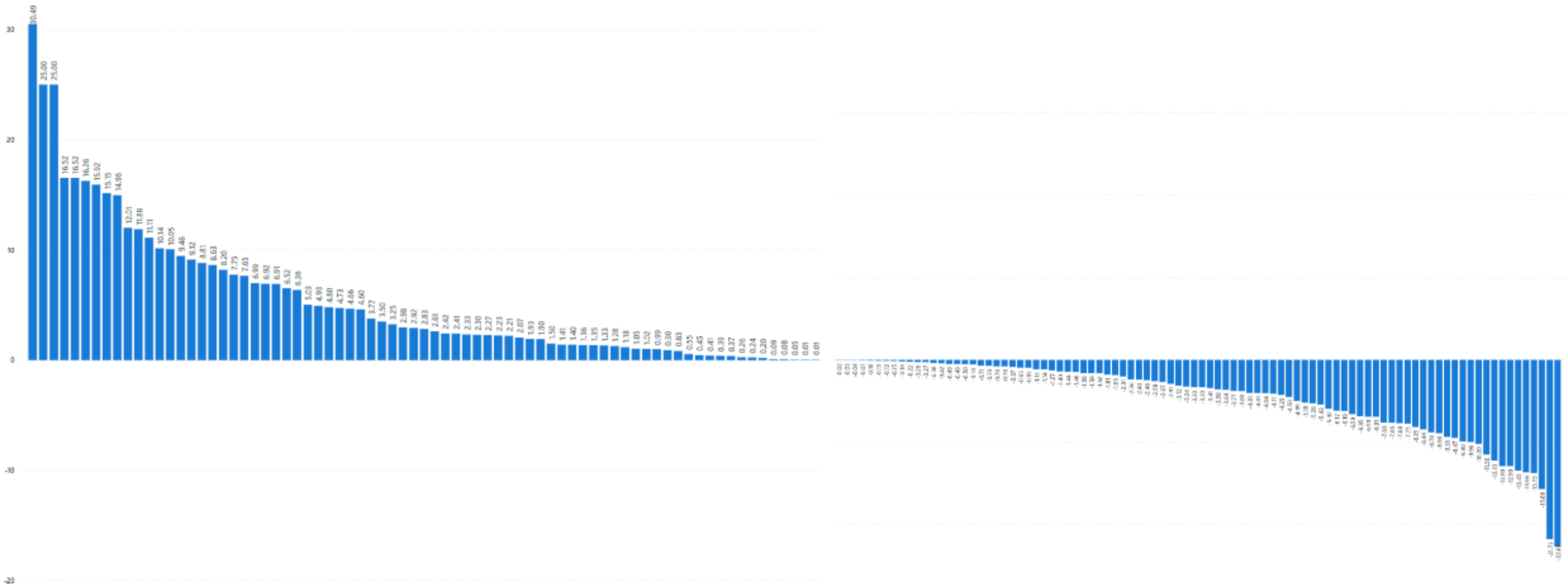
Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	98.58	99.26	99.04
Peer Group 2 - Rural	91.22	88.39	87.45
All RSLs	90.27	88.25	87.76
SHN Average	90.05	88.01	88.02

Repairs Satisfaction

112 Percentage tenants satisfied with repairs service

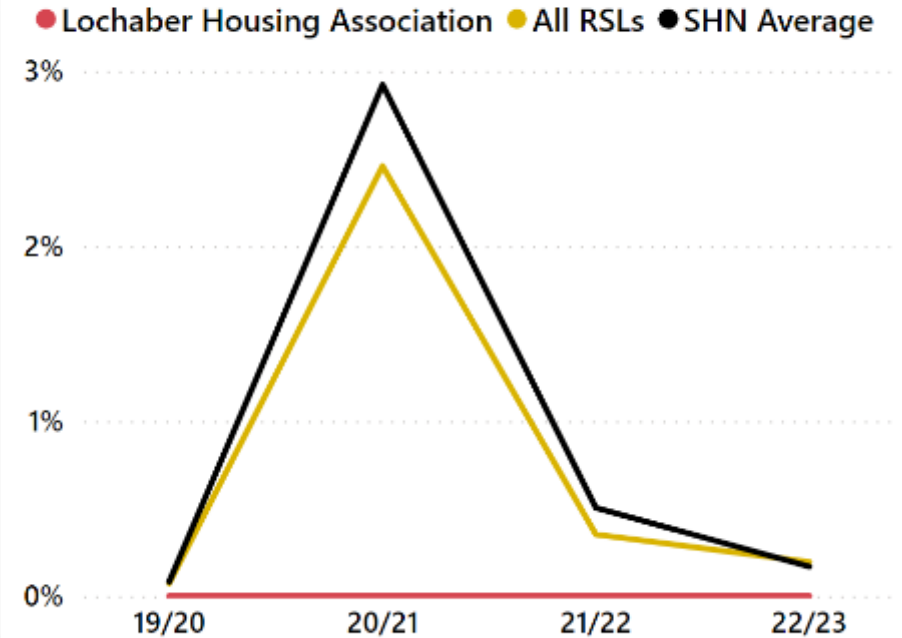
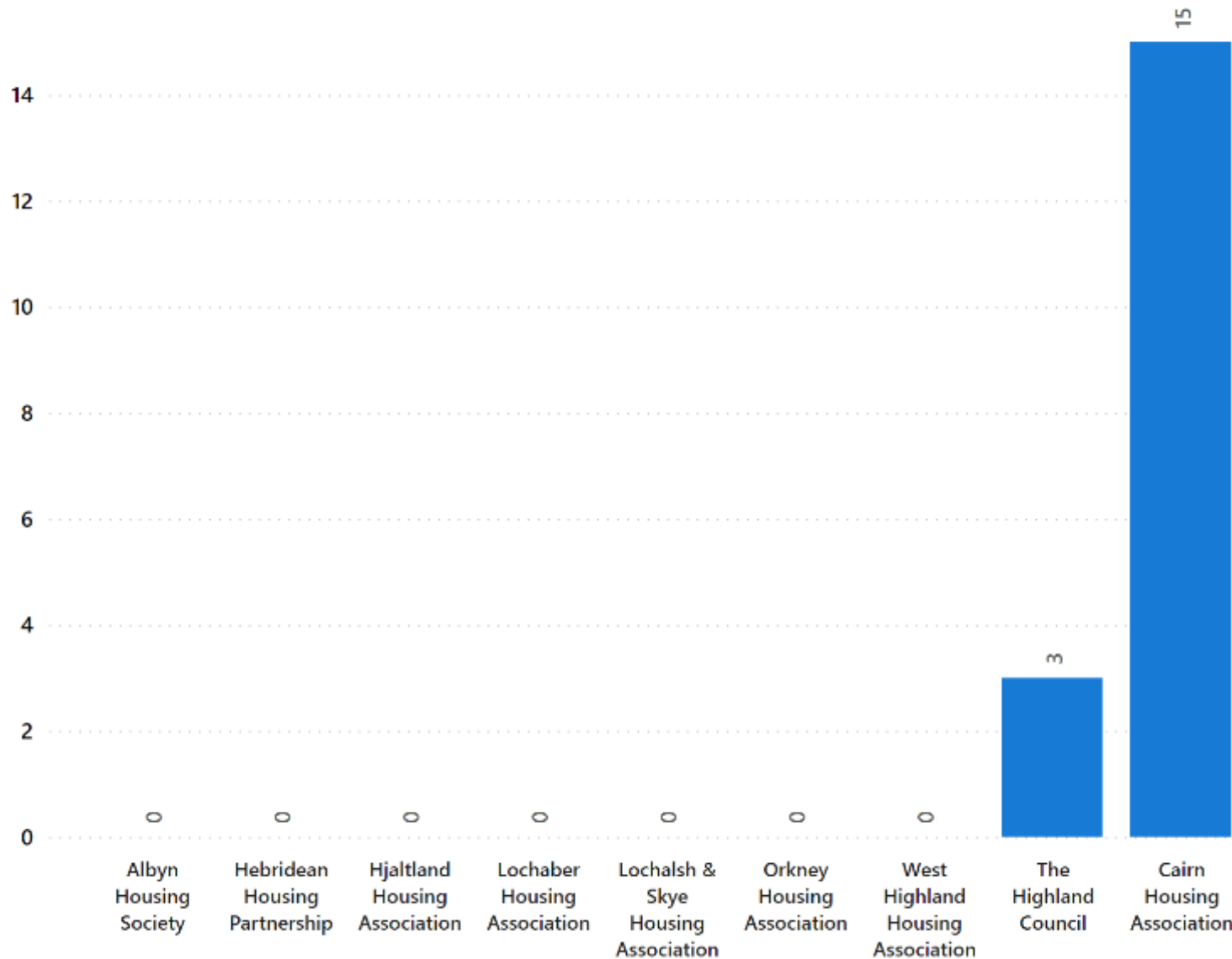


Change from previous survey



Gas Safety

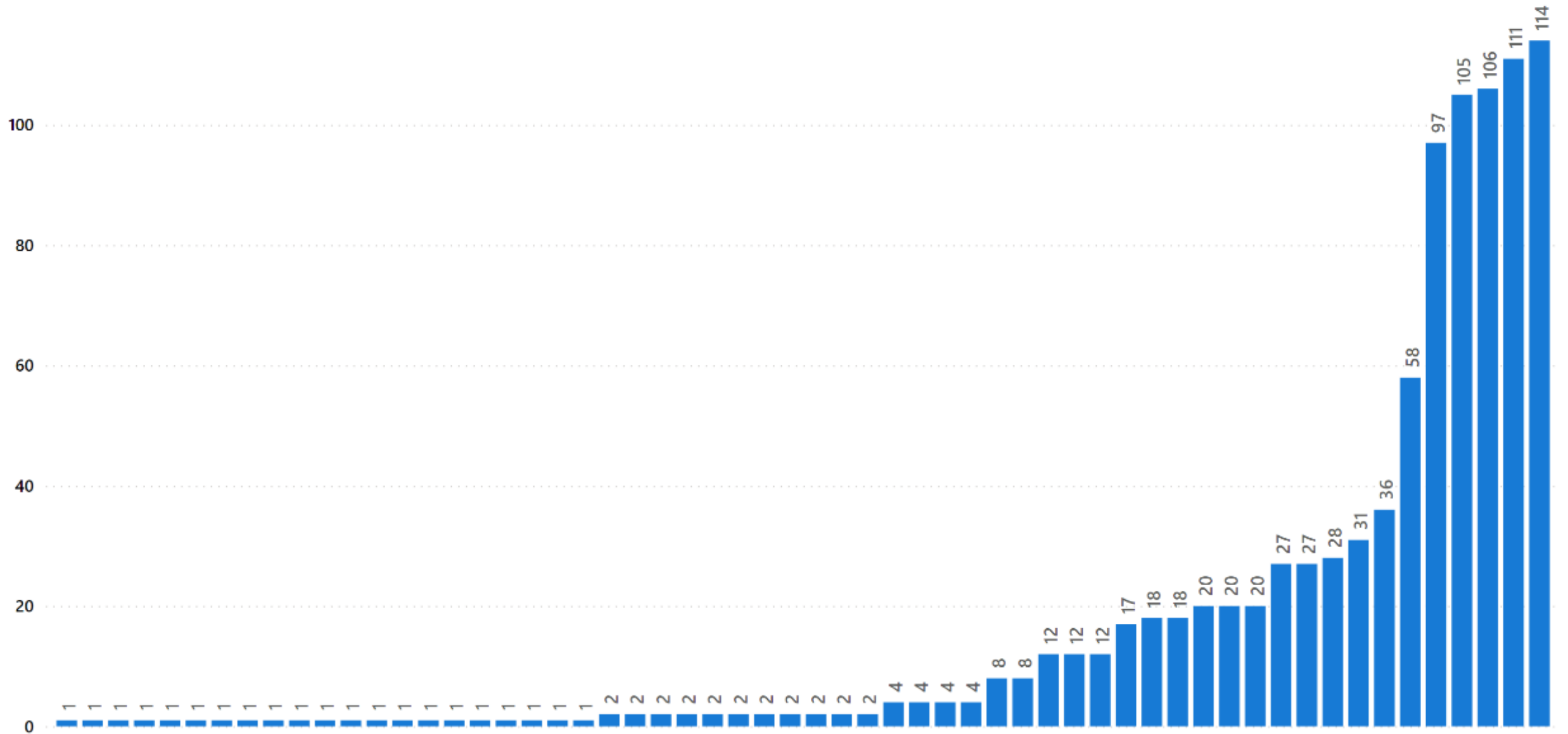
I11 Gas safety fails count



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	0	0	0
Peer Group 2 - Rural	121	9	2
All RSLs	7,108	1,013	578
SHN Average	17,479	3,029	1,032

Gas Safety

111 Gas safety regulations not met



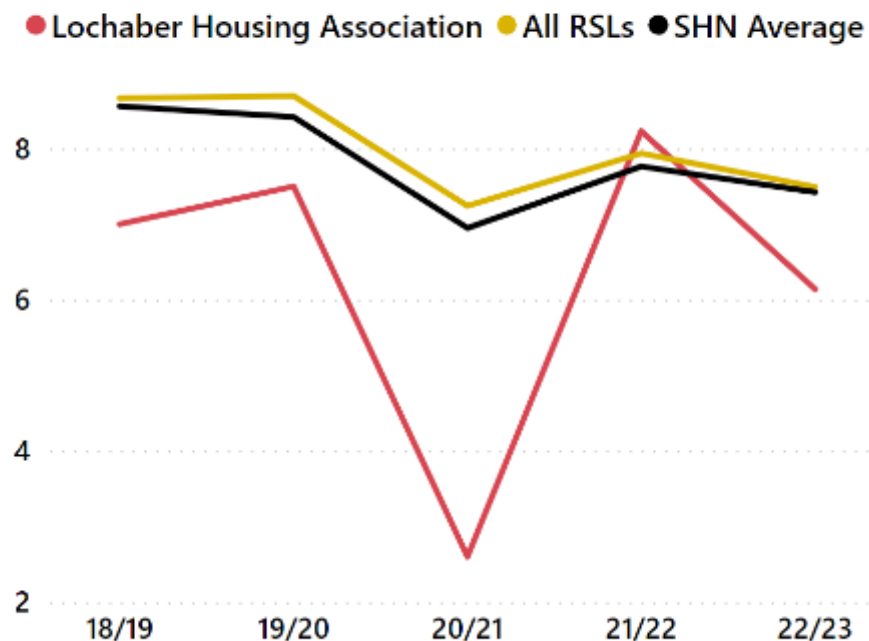
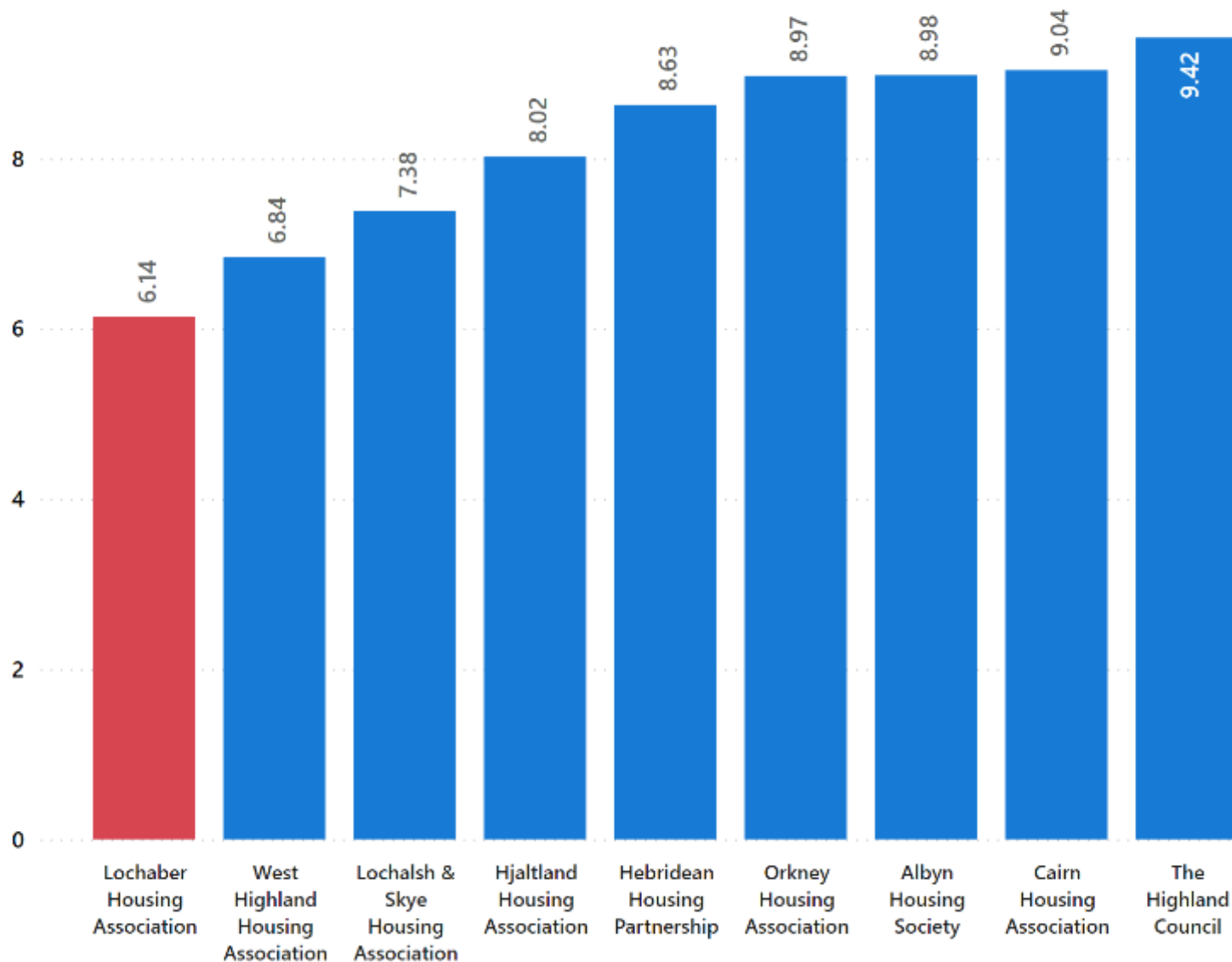
Access to Housing

Housing Lists & Lets

C2.1 The number of lets to existing tenants	9
C2.2 The number of lets to housing list applicants	24
C2.3 The number of mutual exchanges	4
C2.4 The number of lets from other sources	4
C2.5 The number of lets to homeless applicants	23
C3.1 General needs lets	47
C3.2 Supported housing lets	13

Turnover

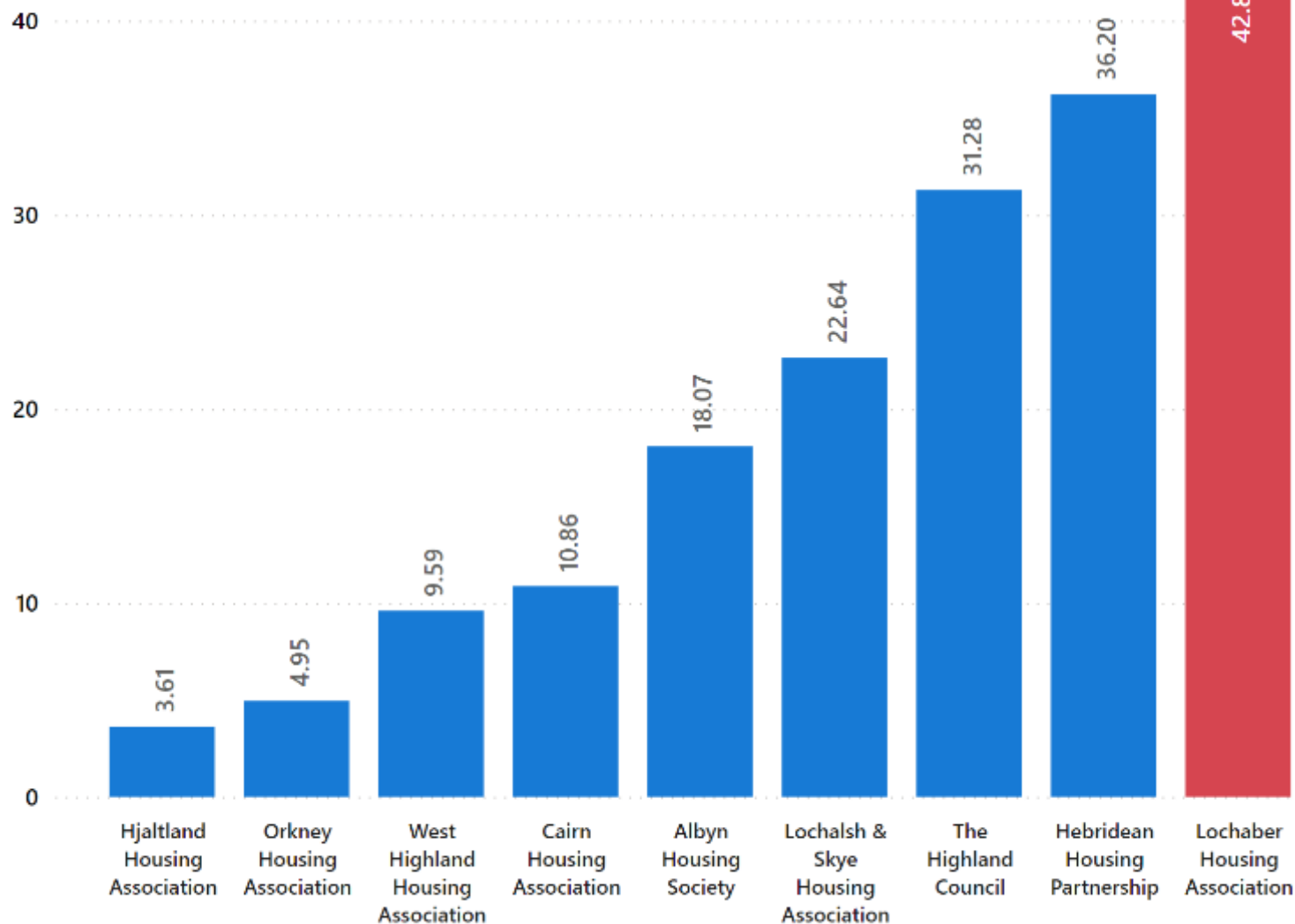
117 Percentage lettable self-contained houses that became vacant in year



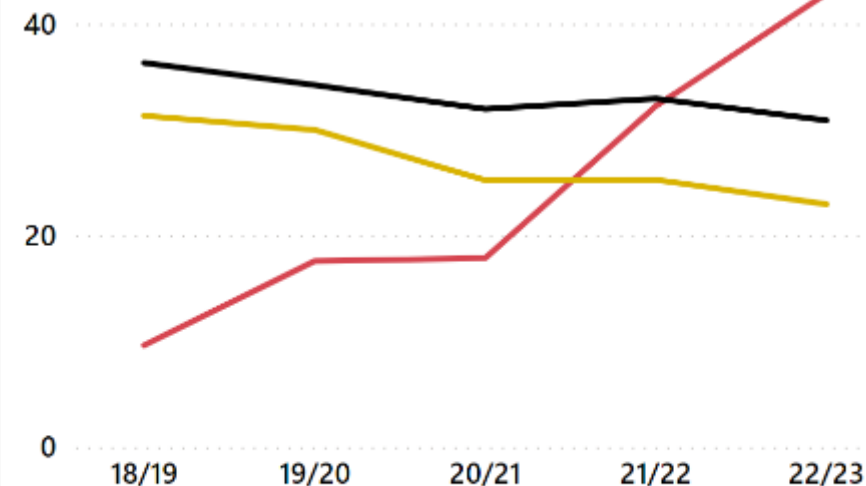
Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	2.60	8.23	6.14
Peer Group 2 - Rural	7.10	8.18	8.17
All RSLs	7.24	7.94	7.49
SHN Average	6.95	7.76	7.42

Offers Refused

114 Percentage tenancy offers refused



● Lochaber Housing Association ● All RSLs ● SHN Average



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	17.86	32.22	42.86
Peer Group 2 - Rural	16.95	20.11	21.16
All RSLs	25.21	25.26	22.95
SHN Average	31.94	32.93	30.87

Lets by Source

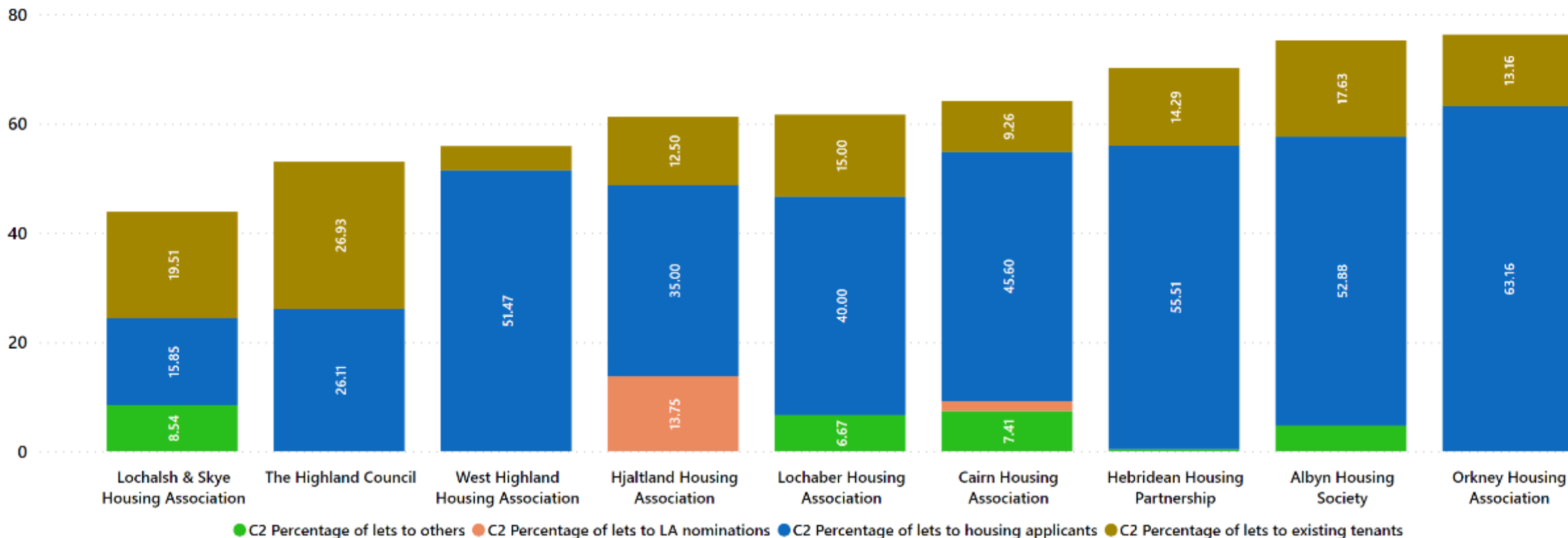
C2 percentage of lets by source of let



Attribute	C2 Percentage of lets to existing tenants			C2 Percentage of lets to homeless applicants			C2 Percentage of lets to housing applicants			C2 Percentage of lets to LA nominations			C2 Percentage of lets to others		
	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23
Organisation Name															
Lochaber Housing Association	11.11	18.33	15.00	66.67	40.00	38.33	16.67	41.67	40.00	0.00	0.00	0.00	5.56	0.00	6.67
All RSLs	14.12	15.06	15.58	38.18	33.14	34.62	41.44	45.07	43.20	3.34	3.72	3.27	2.92	3.00	3.33

Lets by Source (Excluding Lets to Homeless Households)

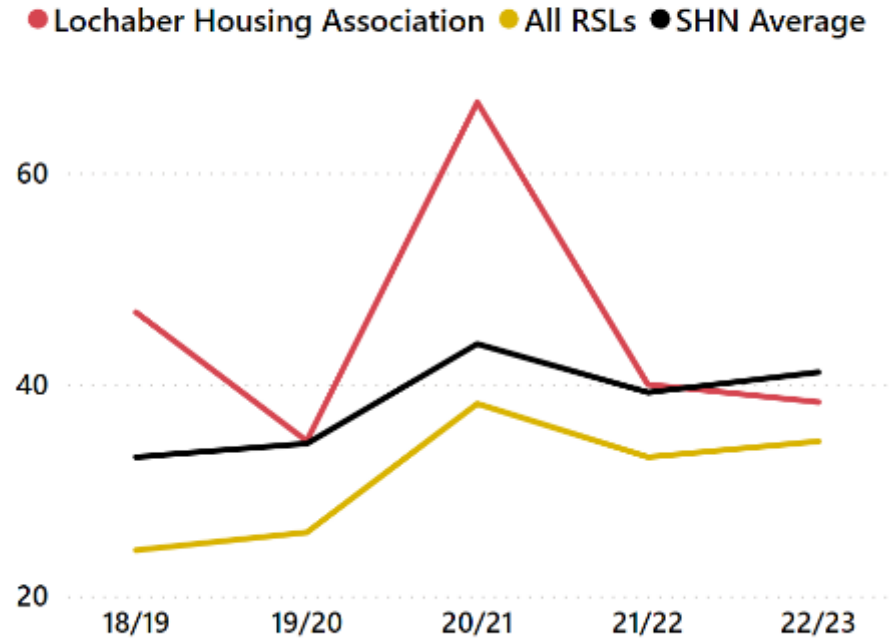
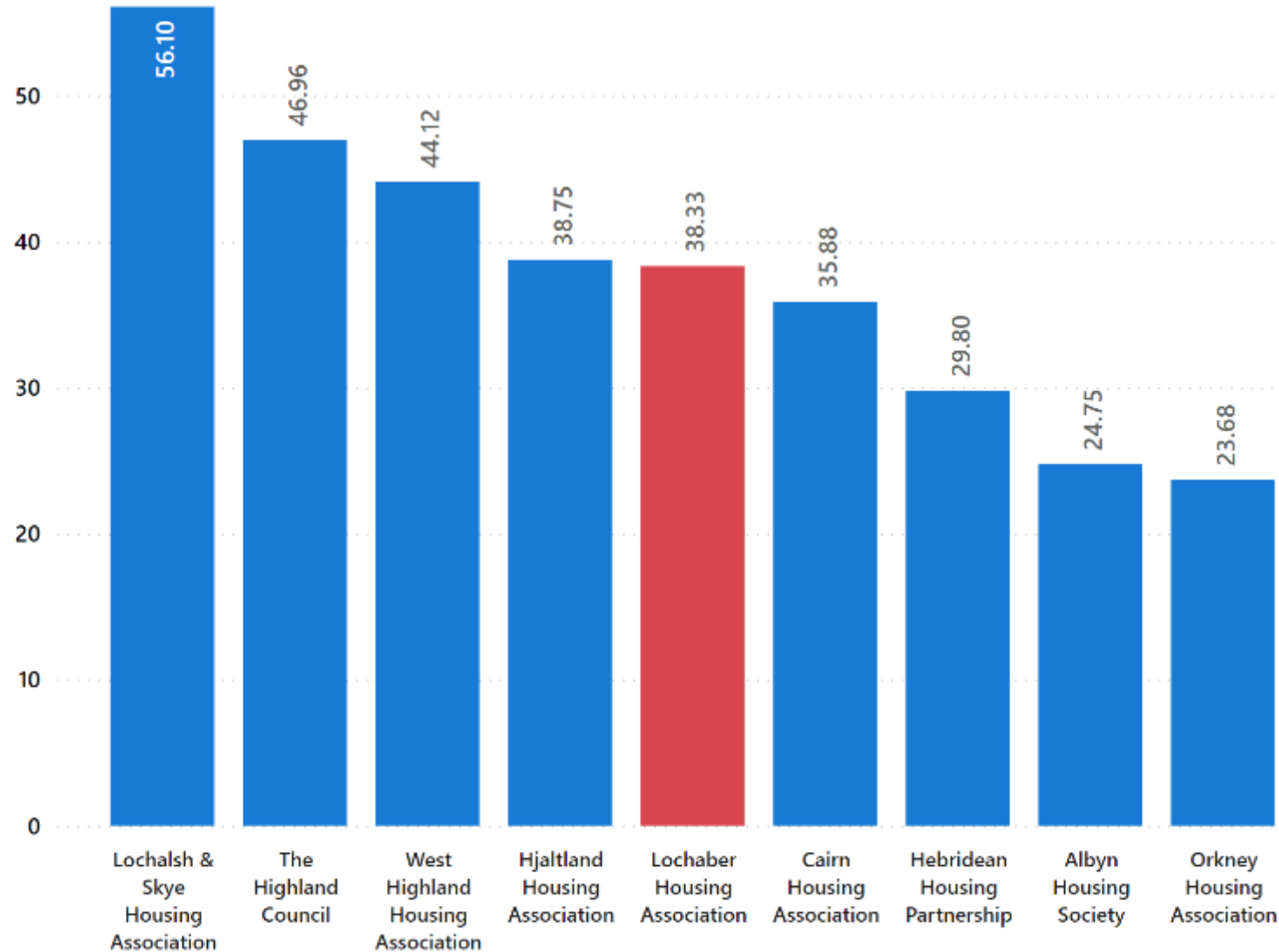
C2 percentage of lets by source of let



Attribute	C2 Percentage of lets to existing tenants			C2 Percentage of lets to housing applicants			C2 Percentage of lets to LA nominations			C2 Percentage of lets to others		
	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23	20/21	21/22	22/23
Organisation Name												
Lochaber Housing Association	11.11	18.33	15.00	16.67	41.67	40.00	0.00	0.00	0.00	5.56	0.00	6.67
All RSLs	14.12	15.06	15.58	41.44	45.07	43.20	3.34	3.72	3.27	2.92	3.00	3.33

Lets to Homeless Households

C2 Percentage of lets to homeless applicants



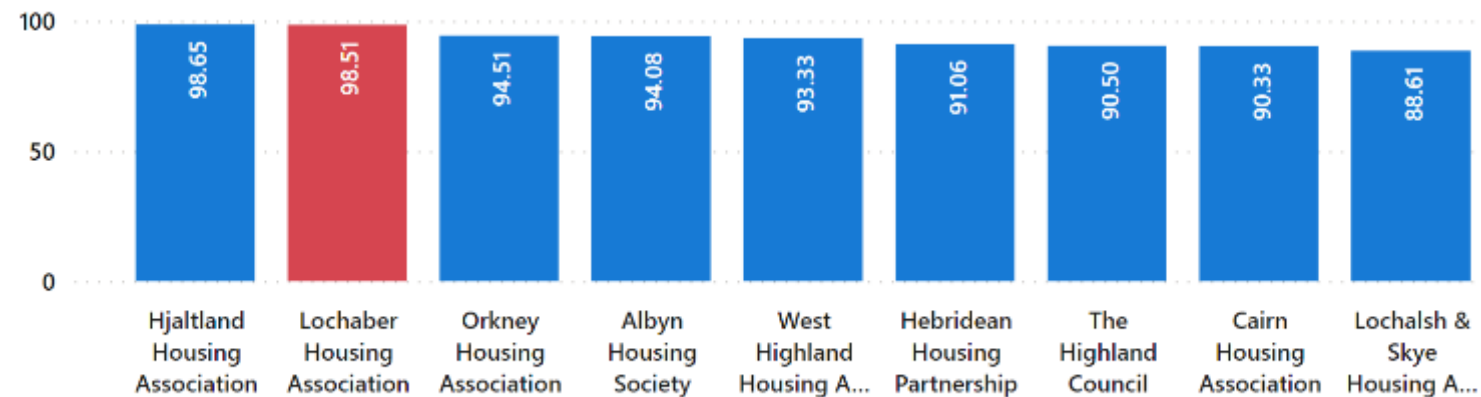
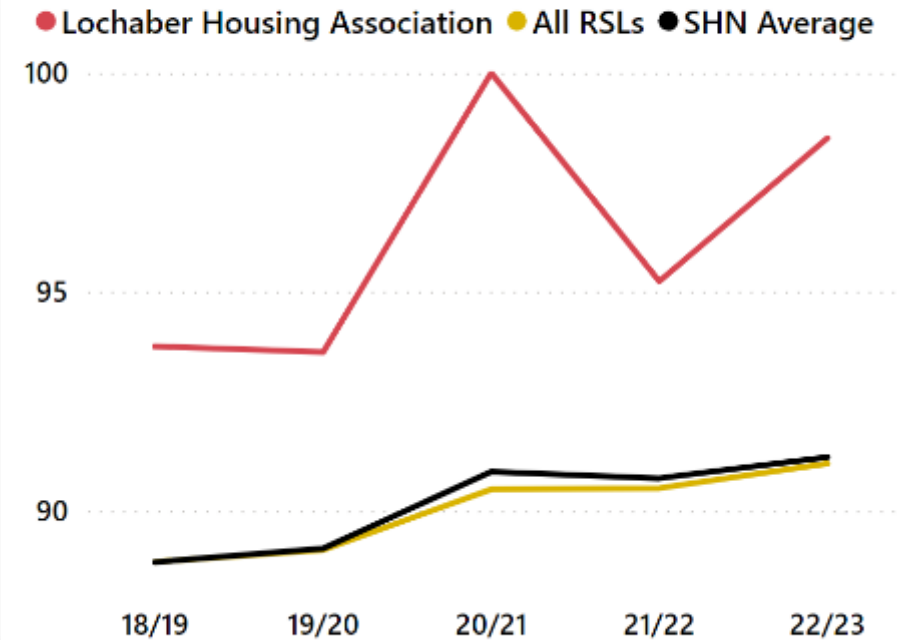
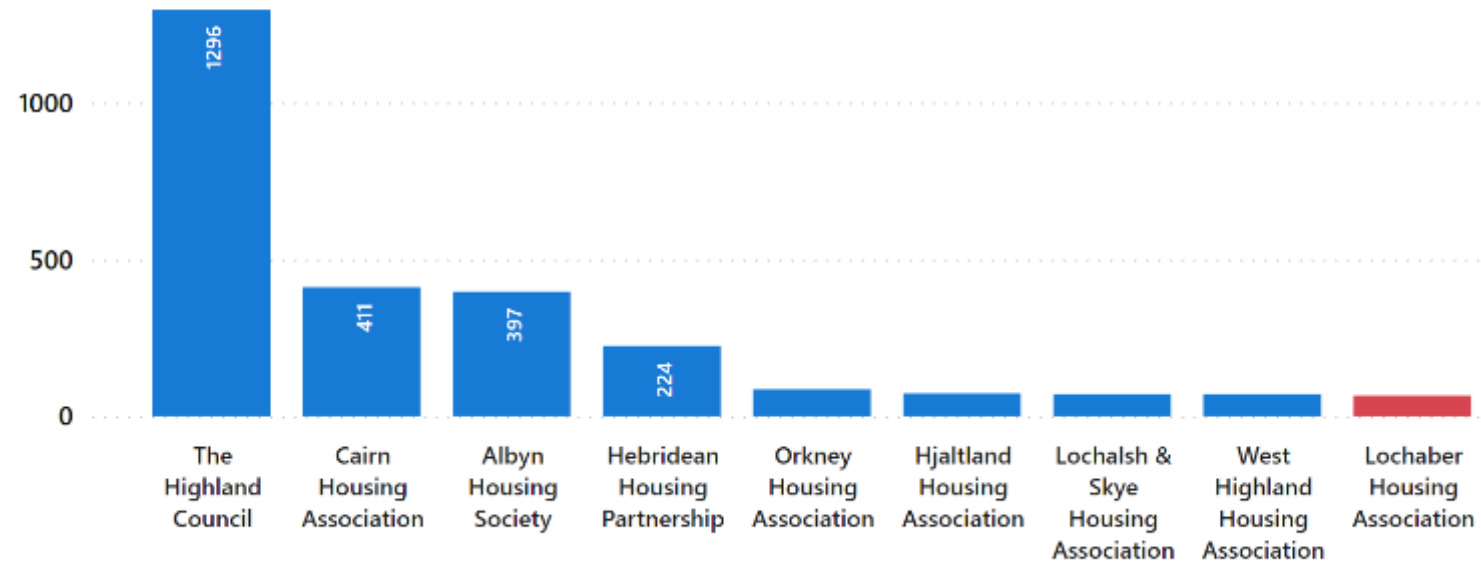
Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	66.67	40.00	38.33
Peer Group 2 - Rural	34.09	30.86	38.07
All RSLs	38.18	33.14	34.62
SHN Average	43.83	39.24	41.15

Tenancy Sustainment

116 Percentage tenancies began in previous year remained more than a year - all



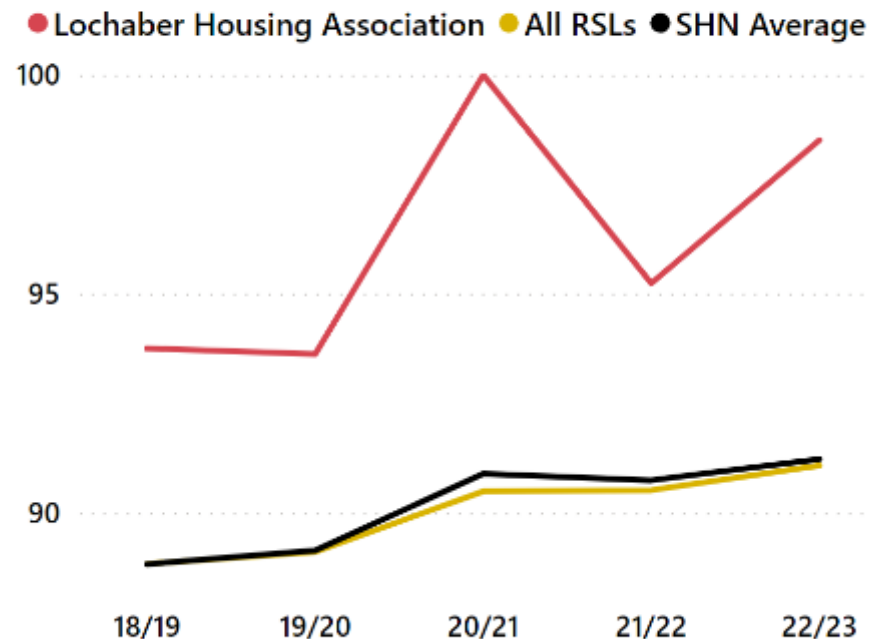
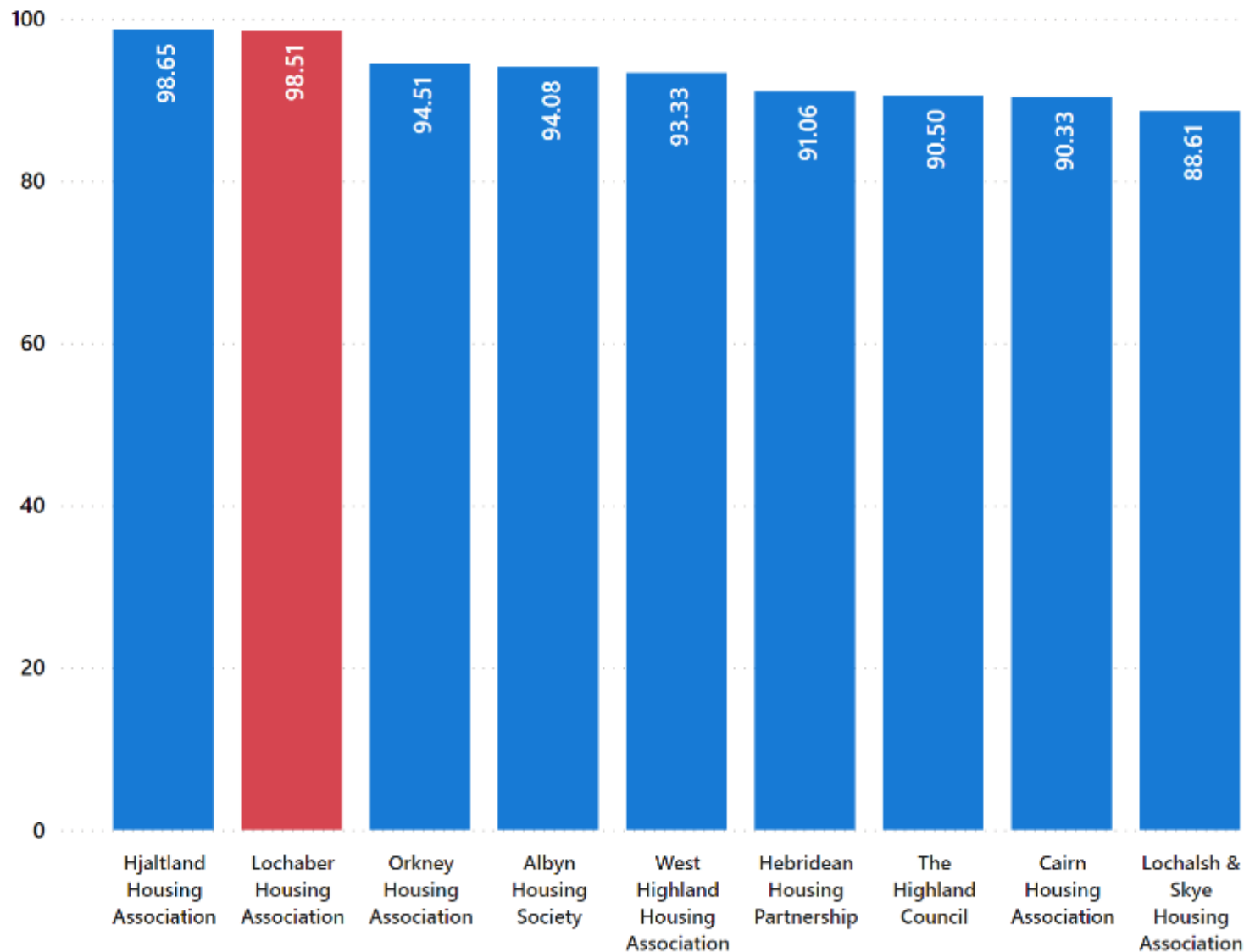
Number of tenancies began in previous year remained more than a year - all



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	100.00	95.24	98.51
Peer Group 2 - Rural	90.76	90.67	93.37
All RSLs	90.48	90.51	91.07
SHN Average	90.89	90.74	91.22

Tenancy Sustainment

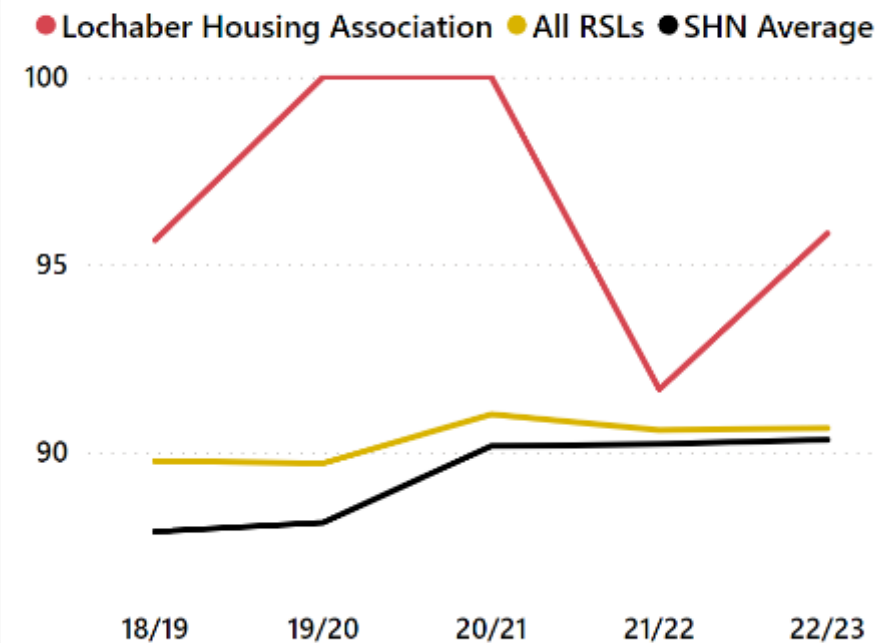
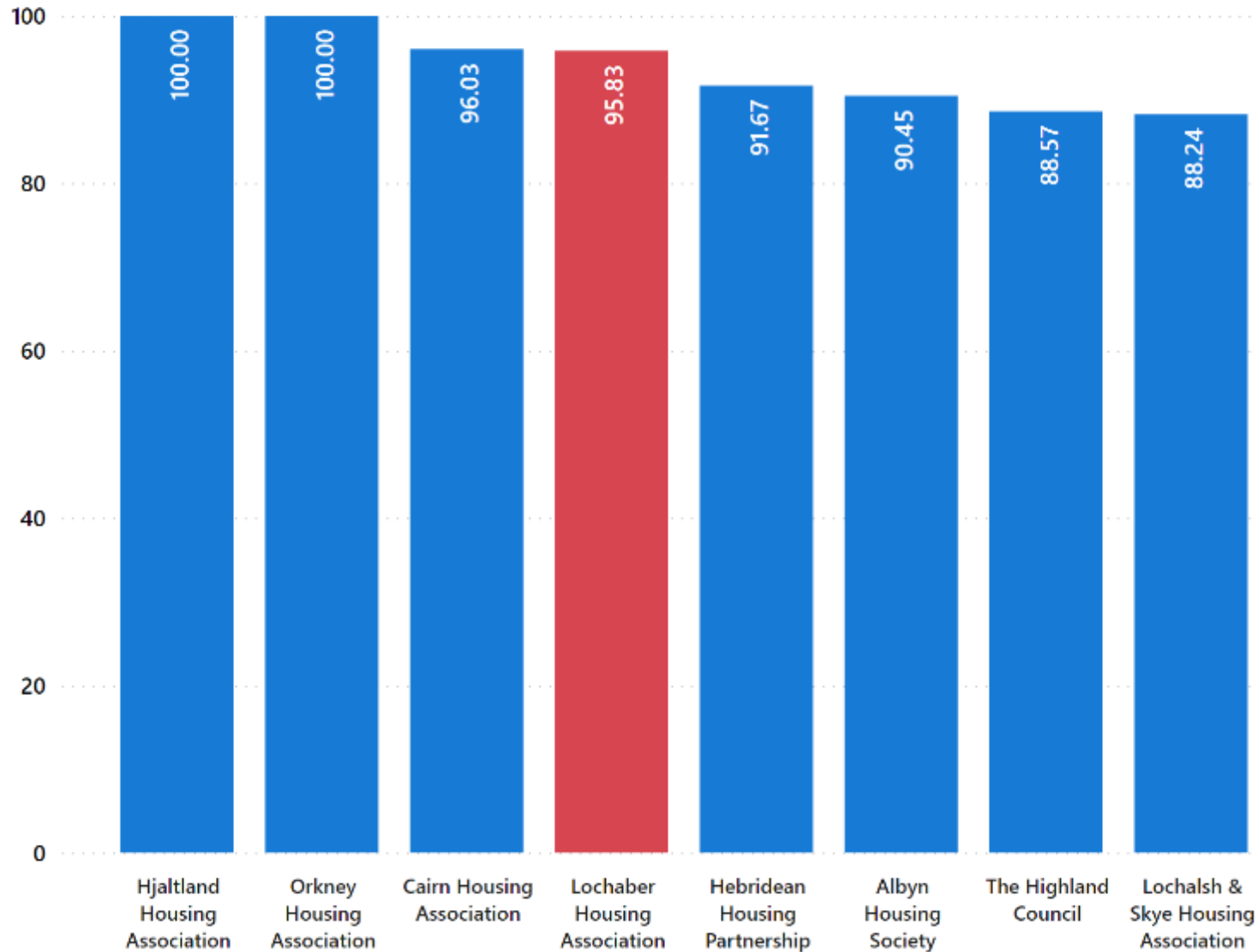
116 Percentage tenancies began in previous year remained more than a year - all



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	100.00	95.24	98.51
Peer Group 2 - Rural	90.76	90.67	93.37
All RSLs	90.48	90.51	91.07
SHN Average	90.89	90.74	91.22

Tenancy Sustainment (Homeless)

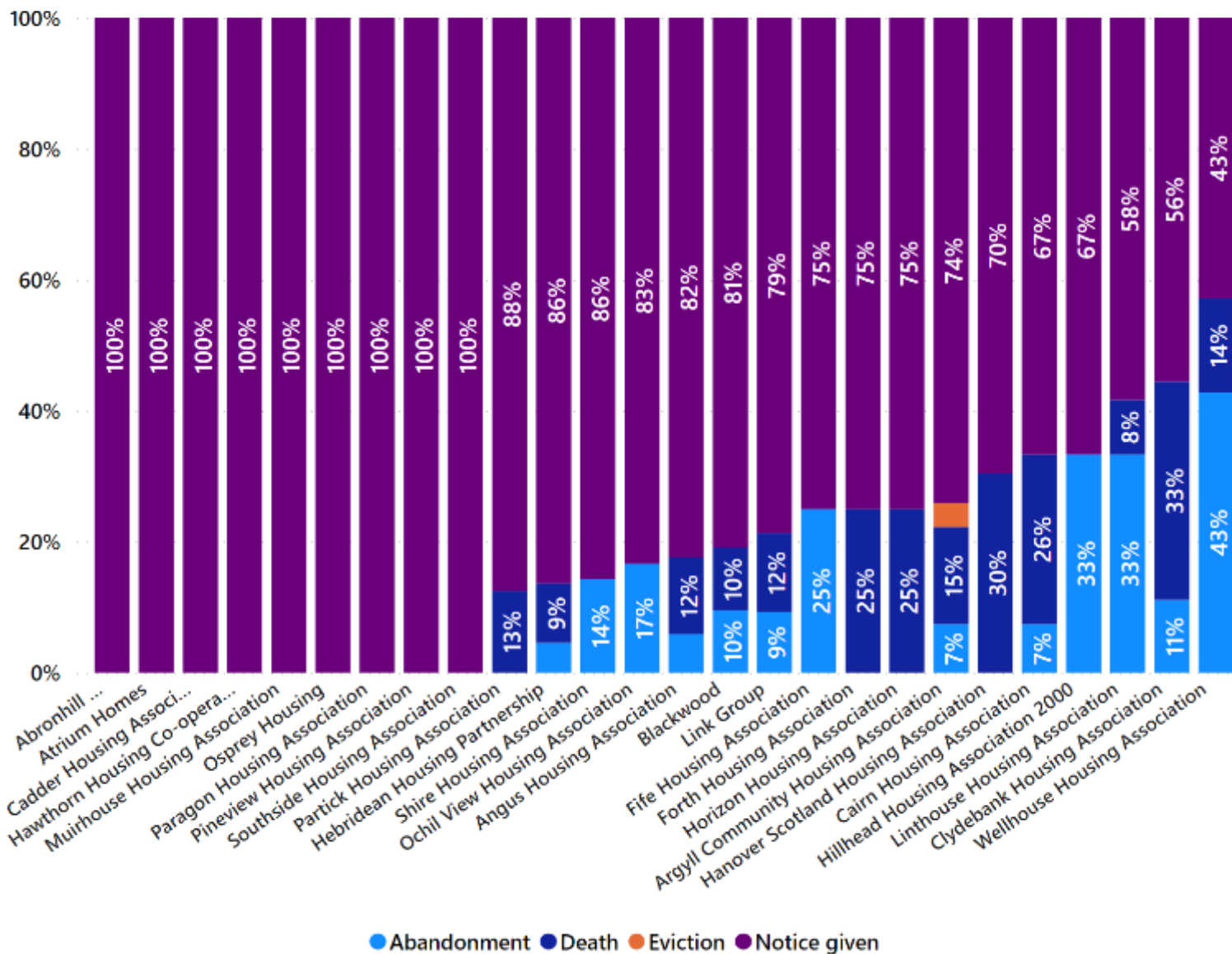
116 Percentage tenancies began in previous year remained more than a year - applicants assessed statutory homeless LA



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	100.00	91.67	95.83
Peer Group 2 - Rural	91.88	90.07	92.79
All RSLs	91.00	90.59	90.64
SHN Average	90.16	90.21	90.33

Tenancy Terminations

N10 Tenancy Sustainment -
Terminations within 12 months



Organisation Name	22/23			
	N10 Abandonment	N10 Death	N10 Eviction	N10 Notice given
All RSLs	32	73	1	342
SHN Average	279	319	5	1,613

Abandonments and Evictions

C4 Abandonments & and I22 evictions as a percentage of stock

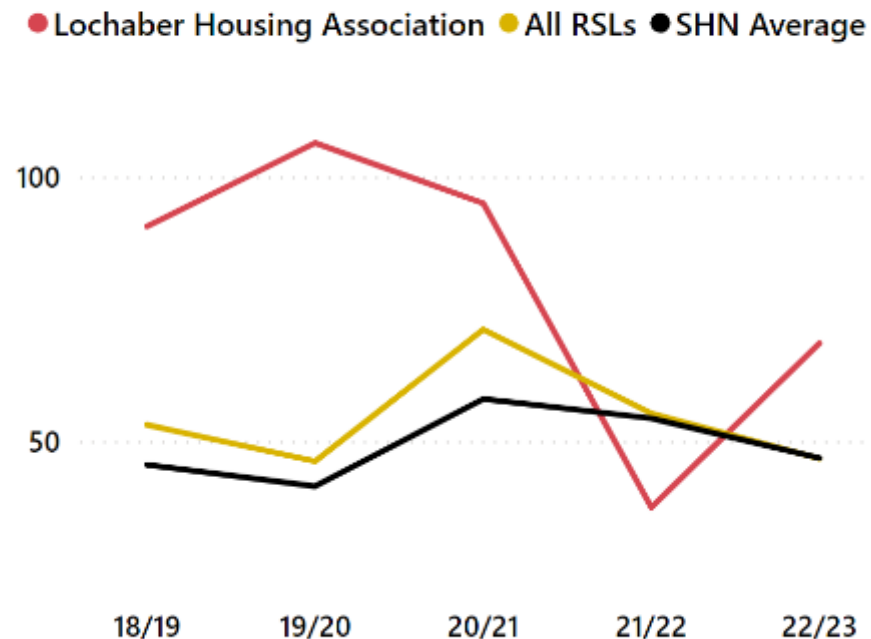
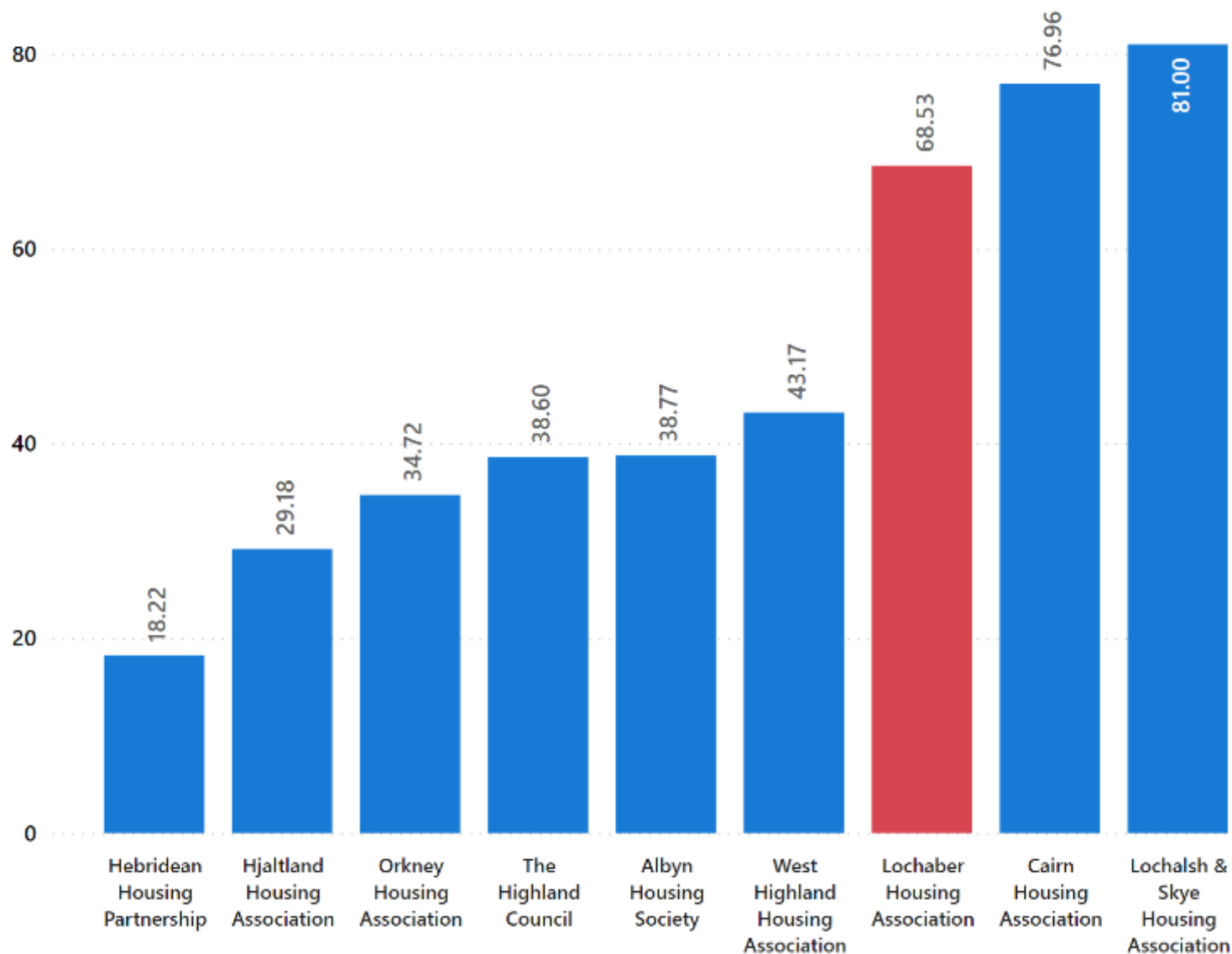


Organisation Name	20/21		21/22		22/23	
	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock
Lochaber Housing Association	0.14	0.00	0.00	0.00	0.00	0.14
Peer Group 2 - Rural	0.26	0.03	0.30	0.07	0.27	0.09
All RSLs	0.36	0.03	0.40	0.09	0.44	0.12
SHN Average	0.36	0.02	0.45	0.06	0.50	0.10



Medical Adaptations

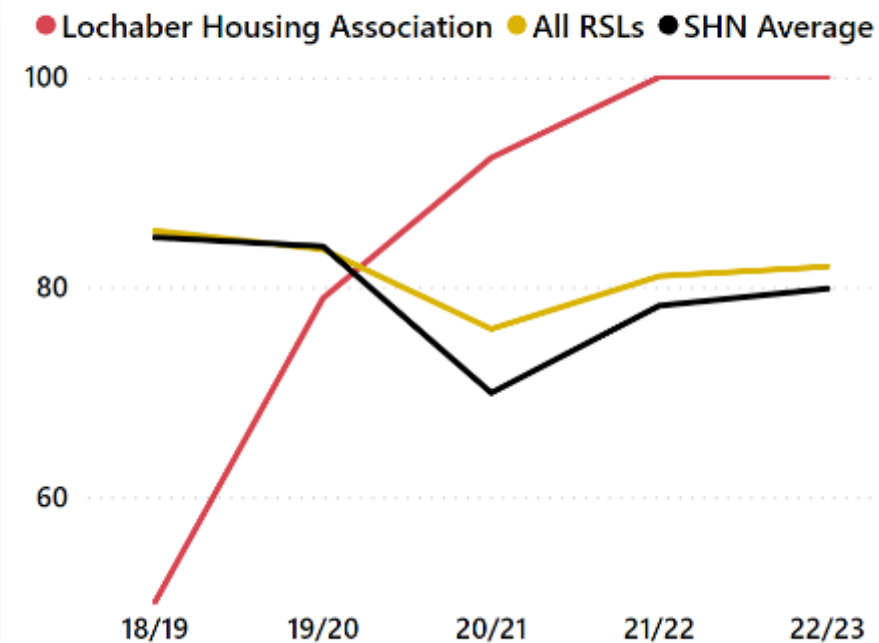
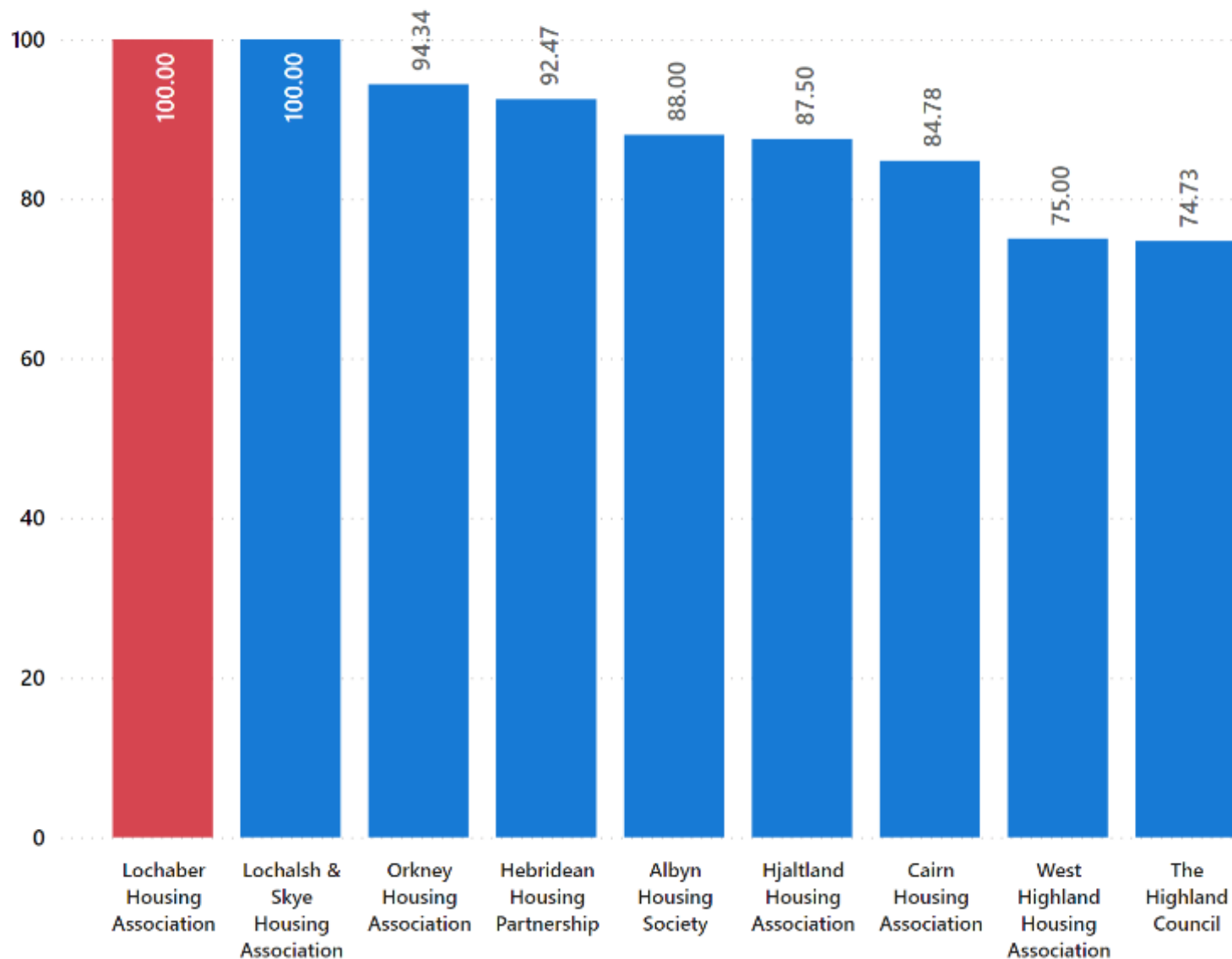
121 Average days to complete approved adaptations



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	95.00	37.53	68.53
Peer Group 2 - Rural	85.52	77.98	50.72
All RSLs	71.15	55.28	46.76
SHN Average	58.00	54.35	46.83

Medical Adaptations

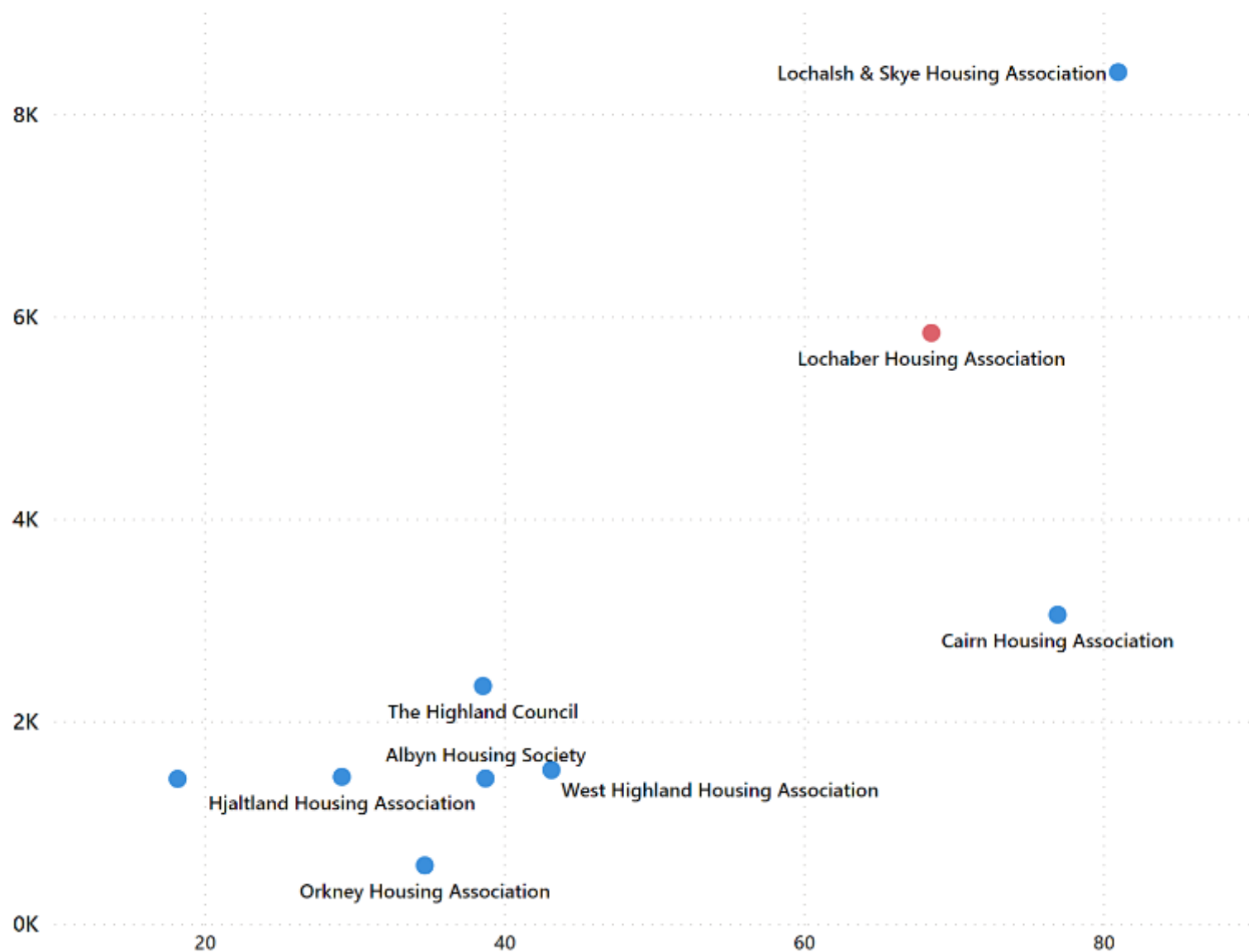
119 Percentage approved applications for medical adaptations completed



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	92.31	100.00	100.00
Peer Group 2 - Rural	73.58	78.91	84.68
All RSLs	76.00	81.04	81.93
SHN Average	69.92	78.22	79.84

Medical Adaptations

I21 Average cost of adaptation
vs
I21 Average days to complete
approved adaptations

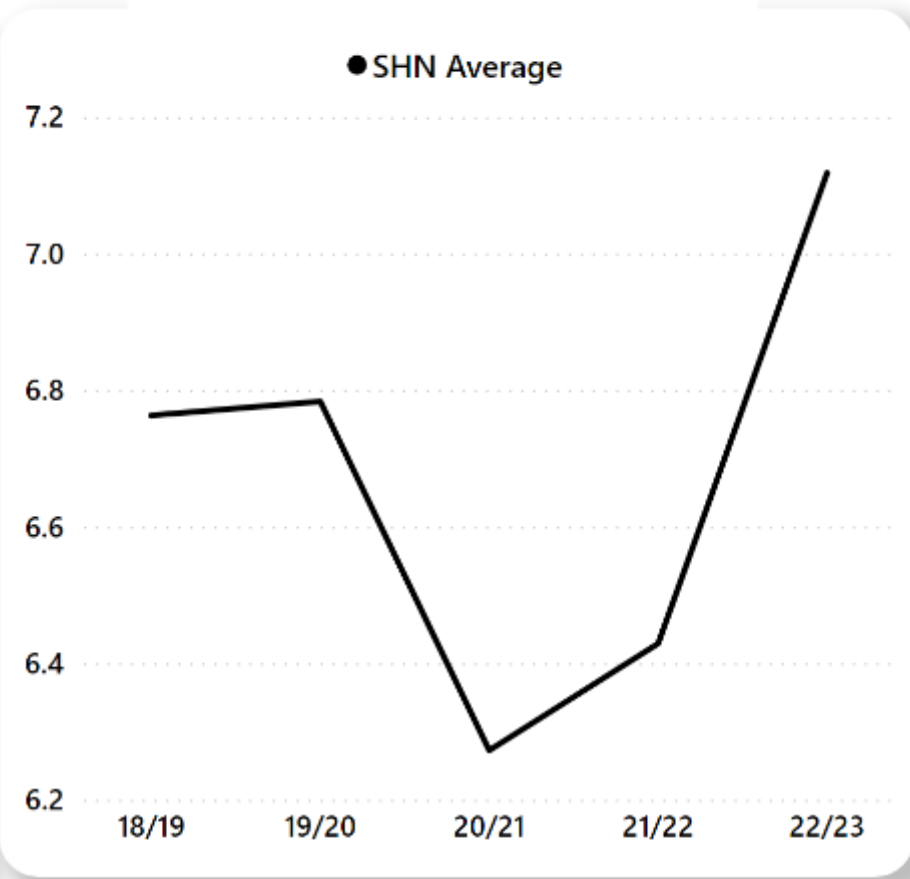
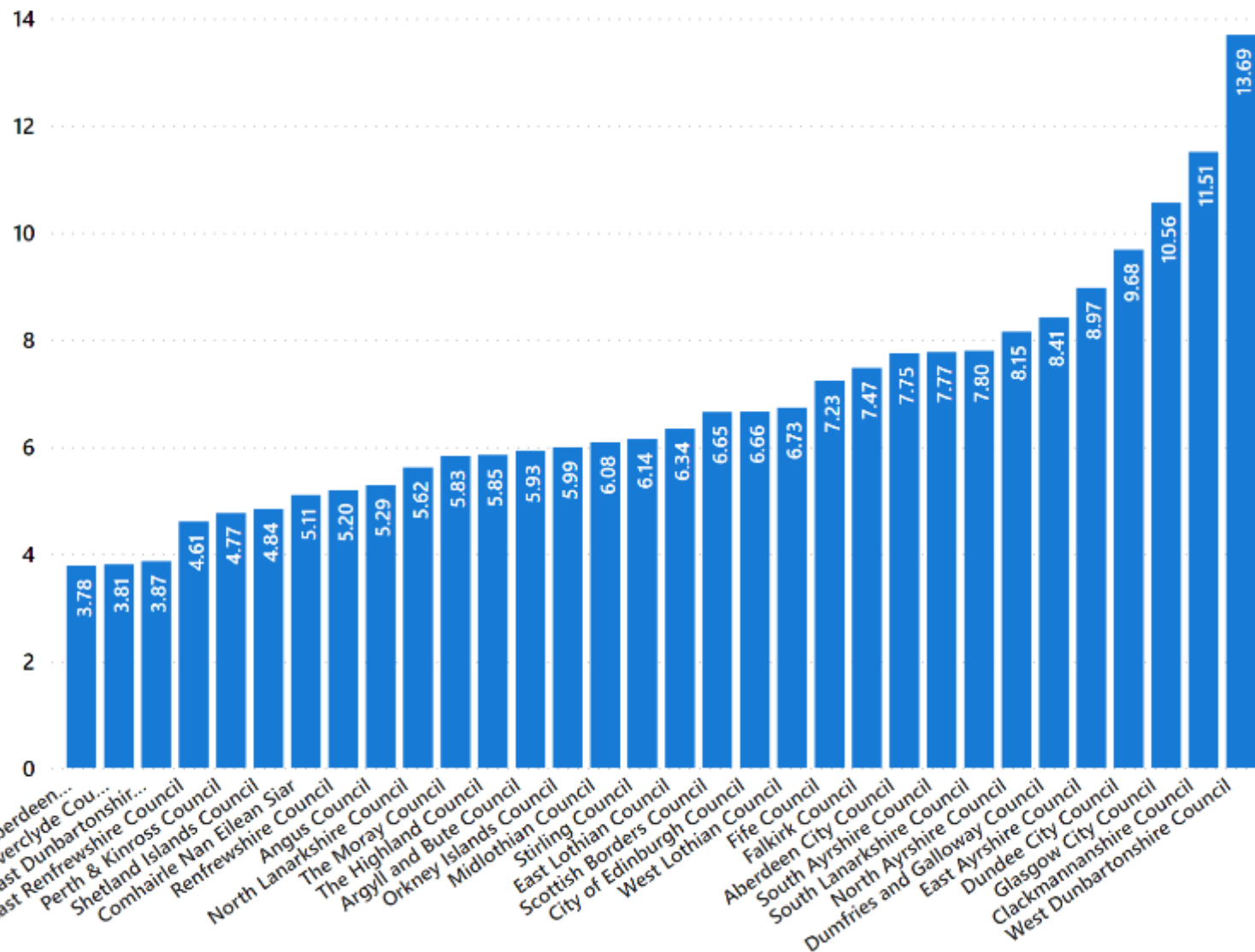


	22/23	
Organisation Name	I21 Average cost of adaptation	I21 Average days to complete approved adaptations
Lochaber Housing Association	5,837.73	68.53

Homelessness

Homeless Applicants

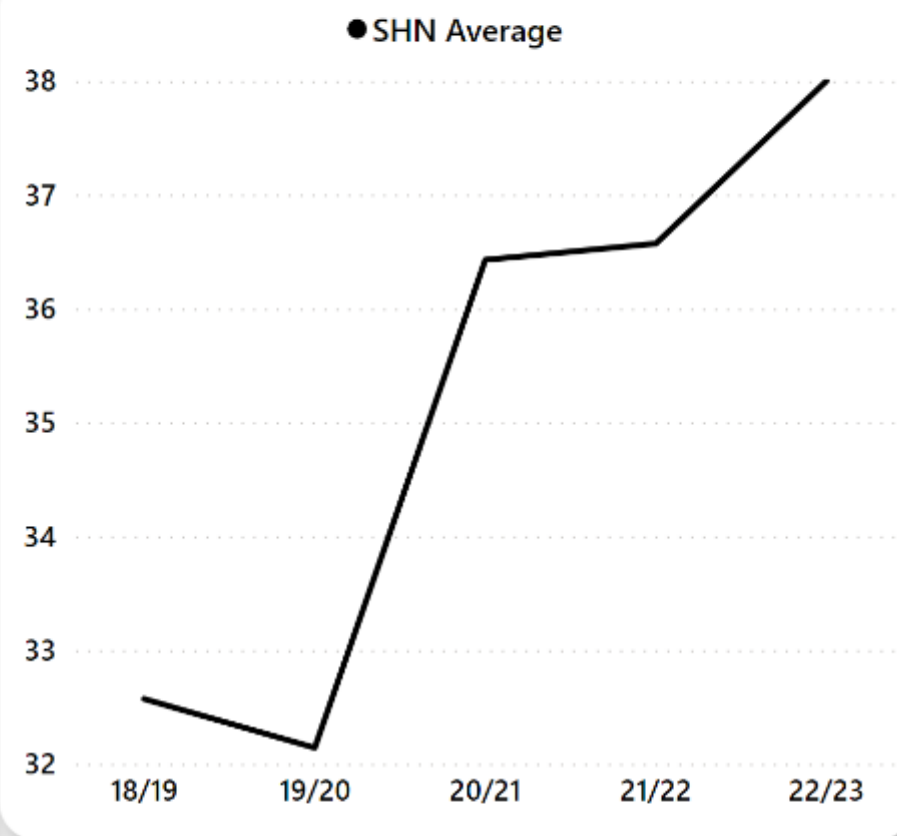
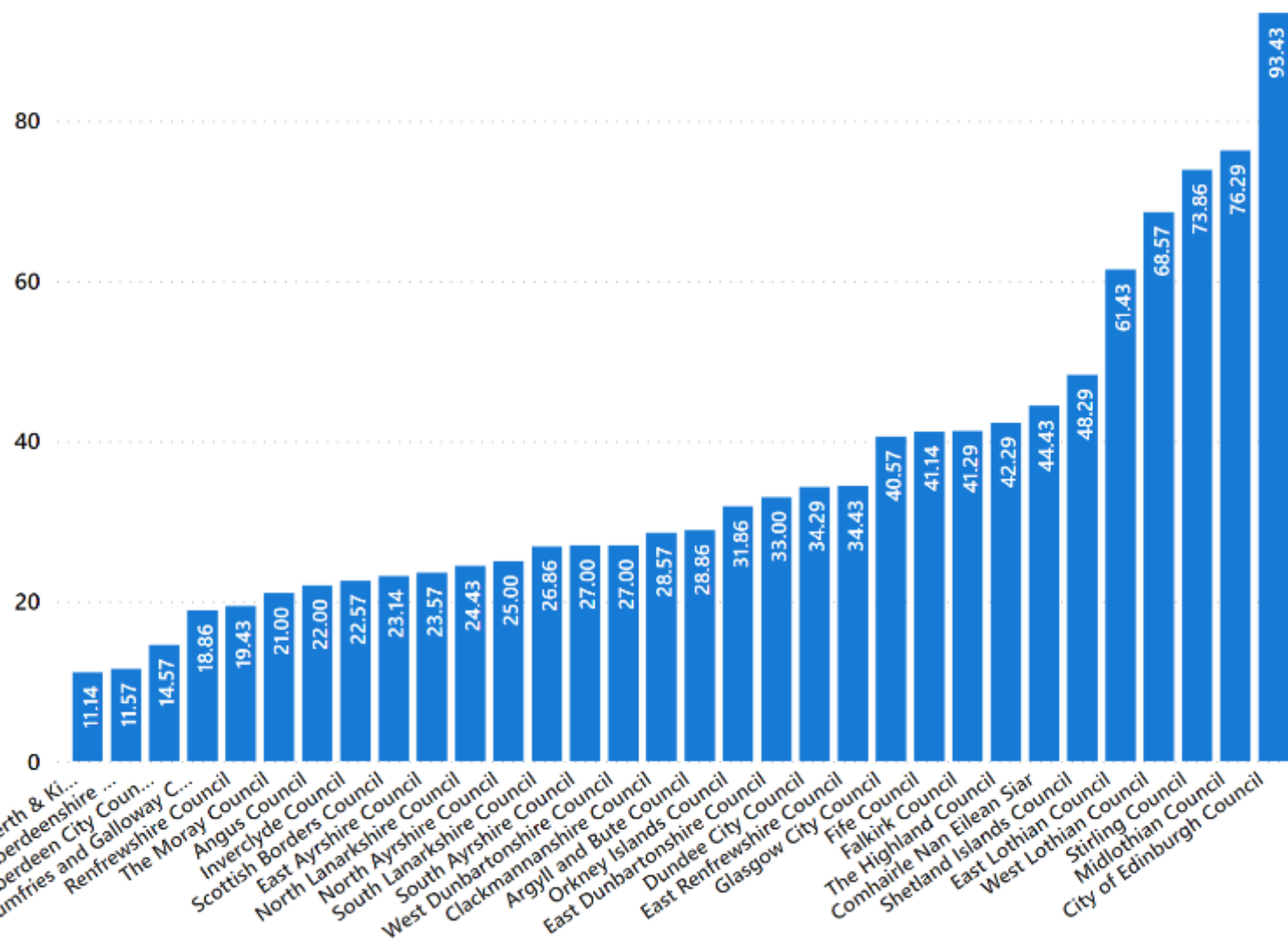
H1 Applications per 1,000 people



Organisation Name	20/21	21/22	22/23
SHN Average	6.27	6.43	7.12

Weeks to Close Case

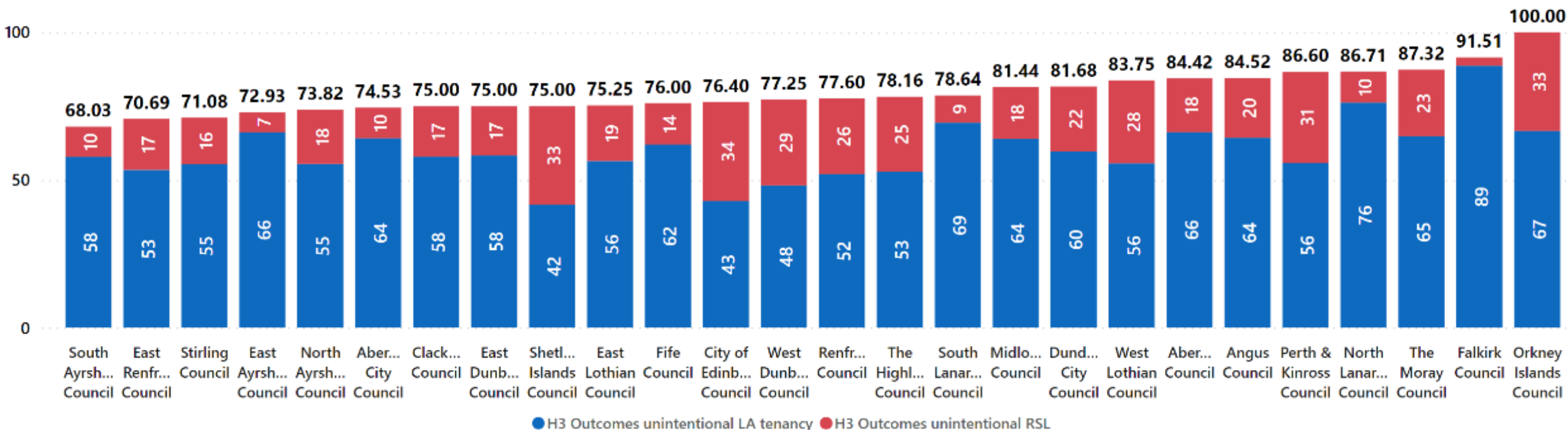
H7 Average number of weeks to complete case



Organisation Name	20/21	21/22	22/23
SHN Average	36.43	36.57	38.00

Social Tenancy Outcomes

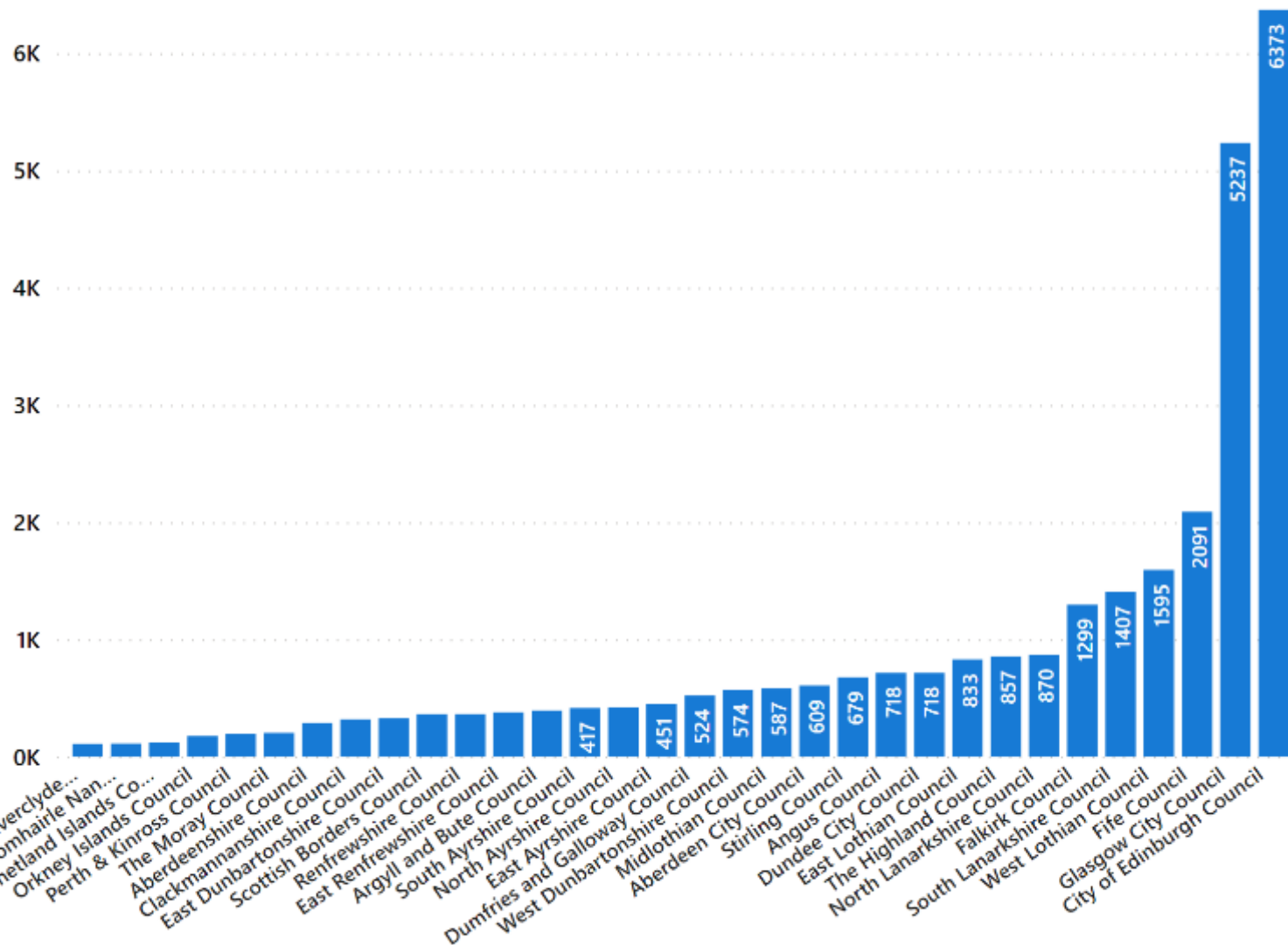
H3 Outcomes unintentional LA tenancy & RSL



Organisation Name	20/21			21/22			22/23		
	H3 Outcomes unintentional LA tenancy	H3 Outcomes unintentional RSL	H3 Outcomes unintentional SST	H3 Outcomes unintentional LA tenancy	H3 Outcomes unintentional RSL	H3 Outcomes unintentional SST	H3 Outcomes unintentional LA tenancy	H3 Outcomes unintentional RSL	H3 Outcomes unintentional SST
SHN Average	41.20	31.87	73.08	44.35	32.25	76.60	45.84	31.58	77.42

Live Cases

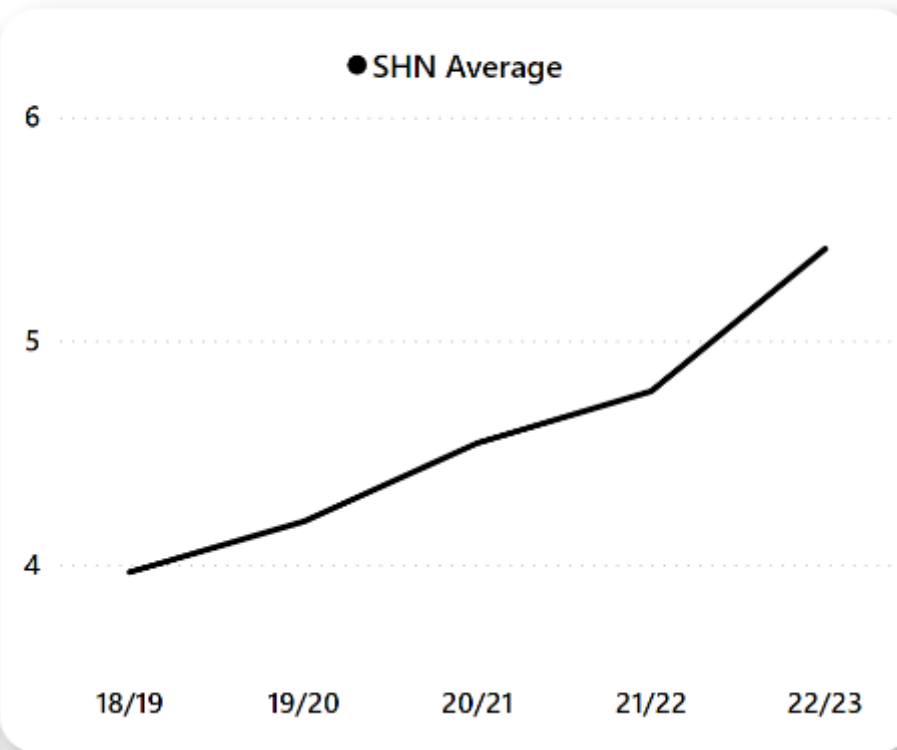
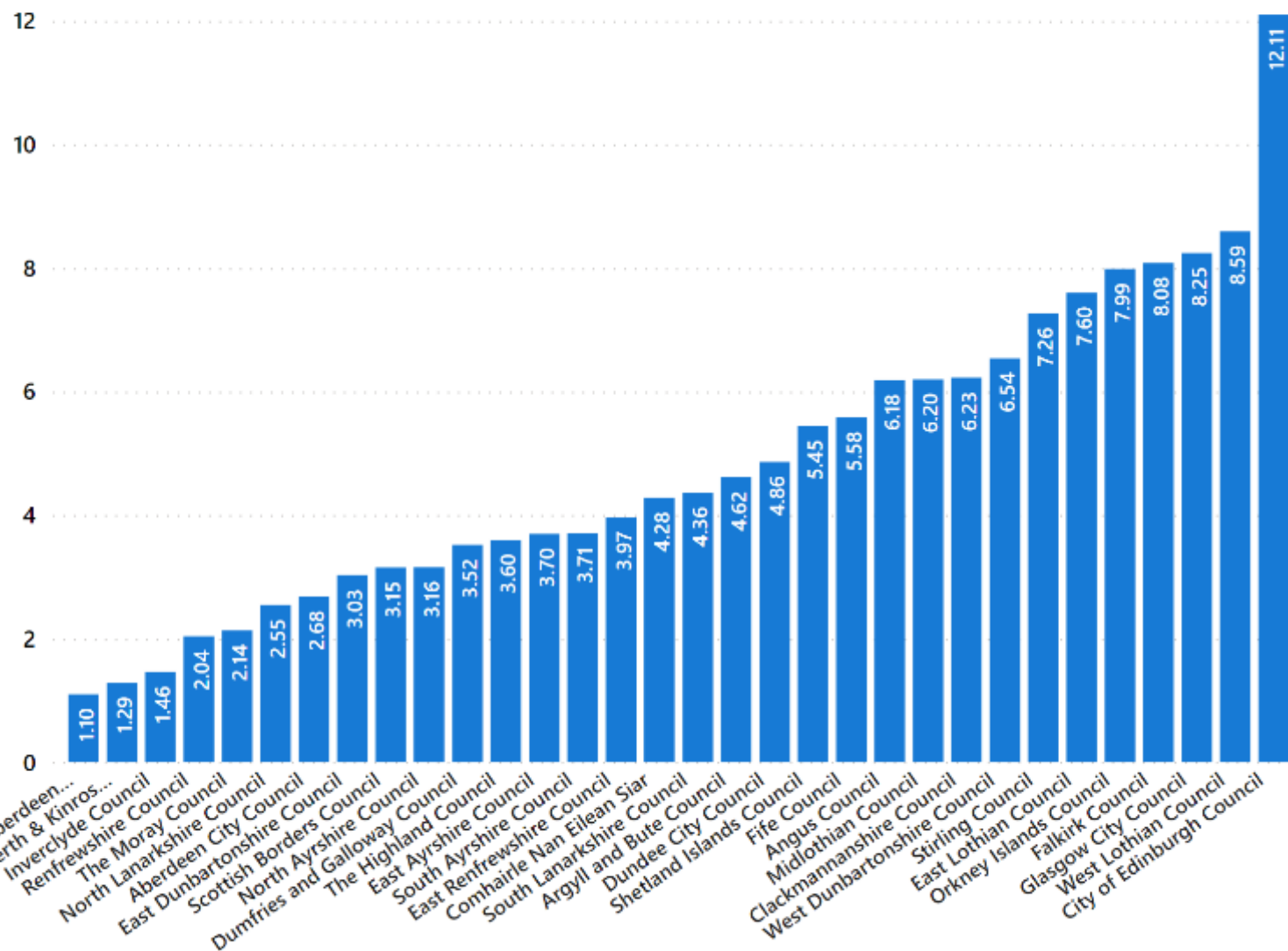
All live cases



Organisation Name	20/21	21/22	22/23
SHN Average	24,834	26,166	29,652

Live Cases per 1000 People

All live cases

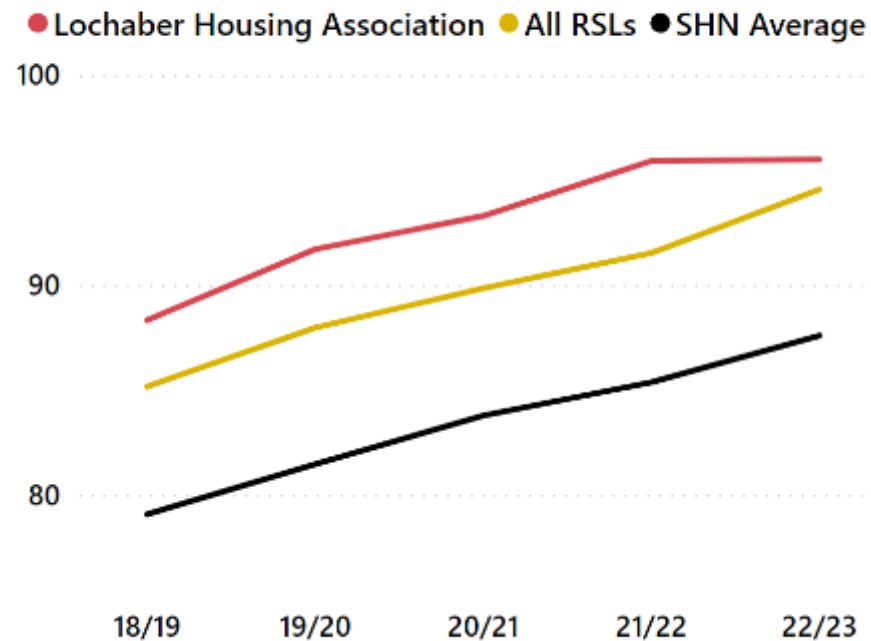
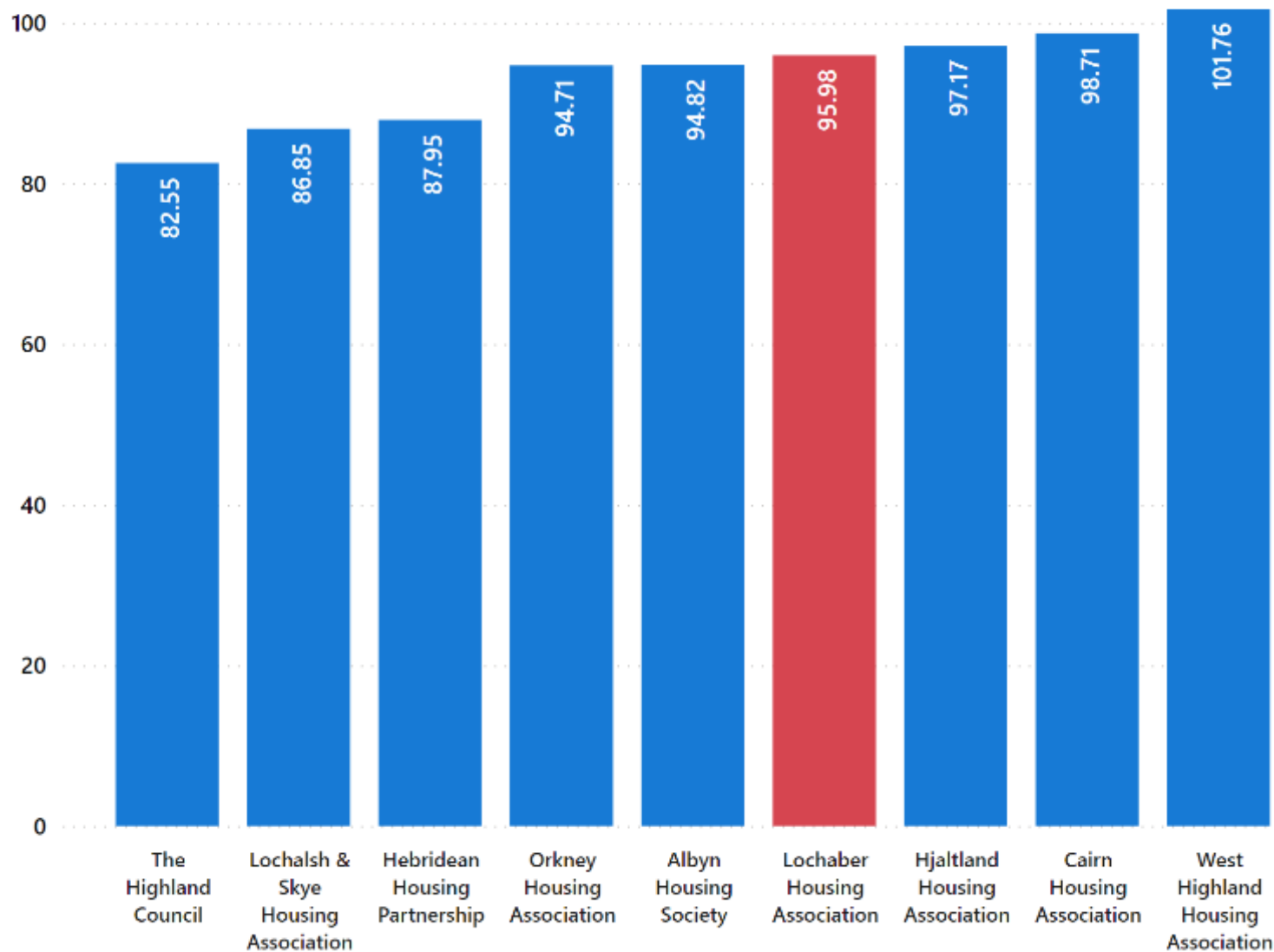


Organisation Name	20/21	21/22	22/23
SHN Average	4.54	4.77	5.41

Rents

Rents

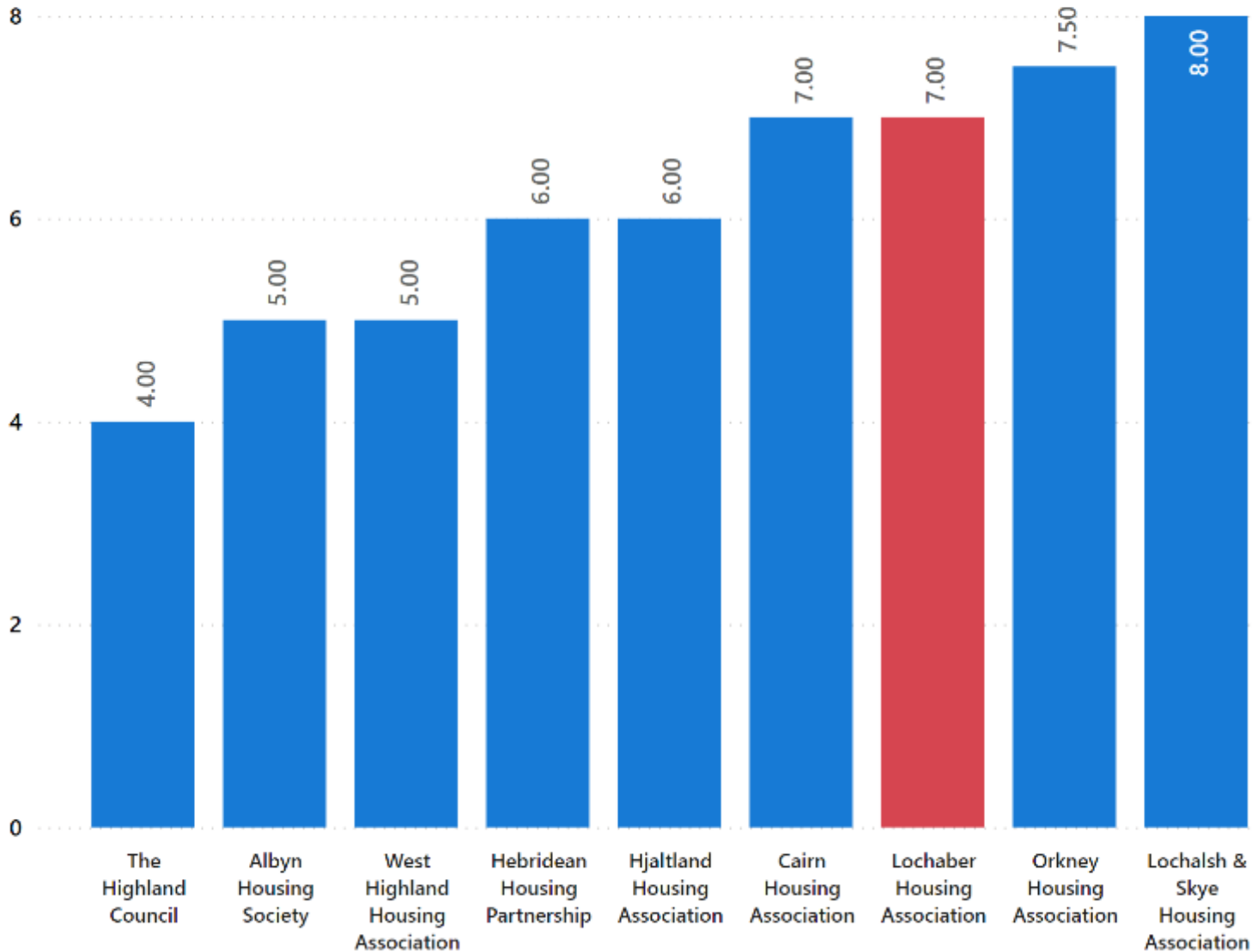
C17 Lettable self-contained units -
Total - Average weekly rent



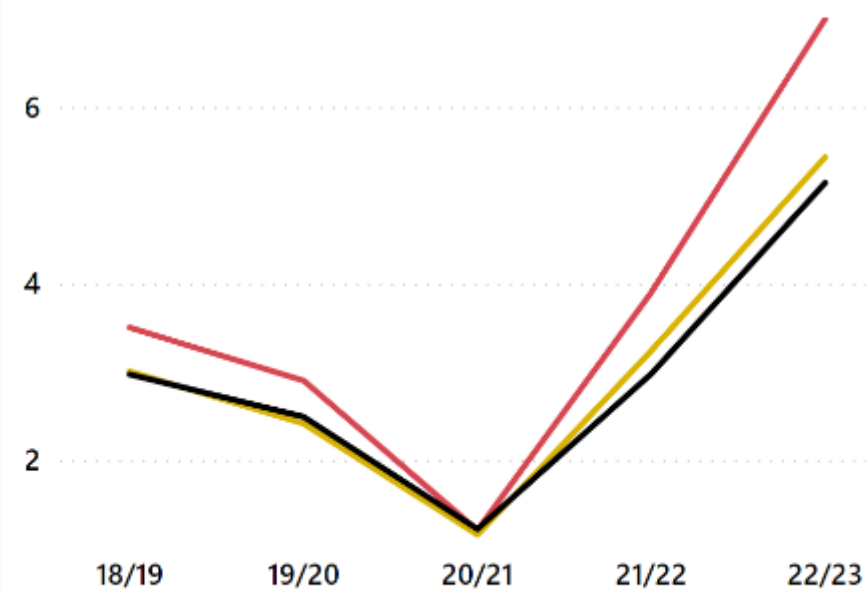
Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	93.29	95.91	95.98
Peer Group 2 - Rural	92.02	93.86	96.64
All RSLs	89.85	91.52	94.55
SHN Average	83.78	85.37	87.59

Rents

C5 Percentage average weekly rent increase to be applied next year



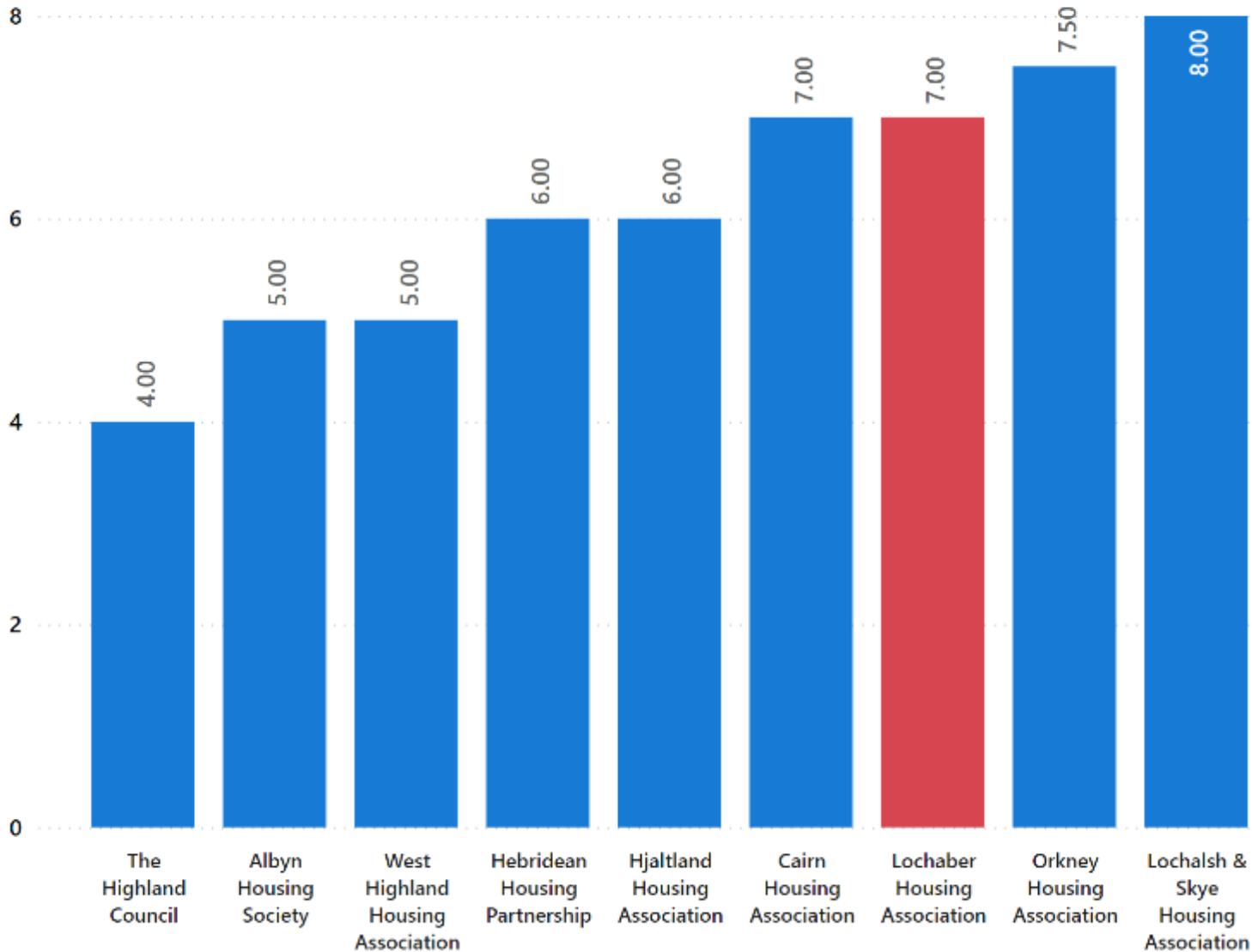
● Lochaber Housing Association ● All RSLs ● SHN Average



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	1.20	3.90	7.00
Peer Group 2 - Rural	0.95	3.07	5.94
All RSLs	1.15	3.24	5.43
SHN Average	1.22	2.98	5.14

Rents

C5 Percentage average weekly rent increase to be applied next year & C17 Average weekly rent

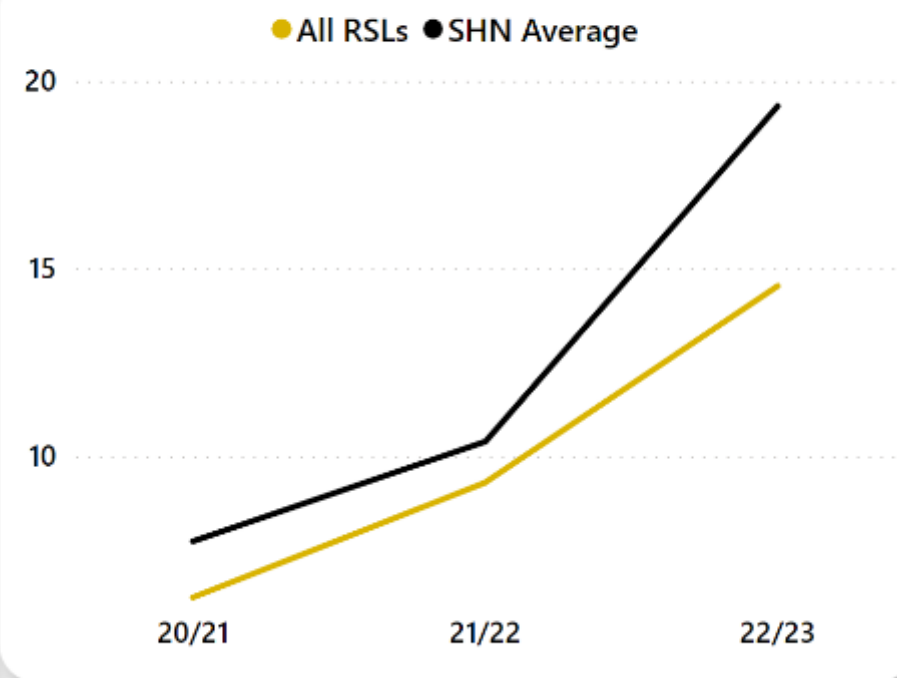
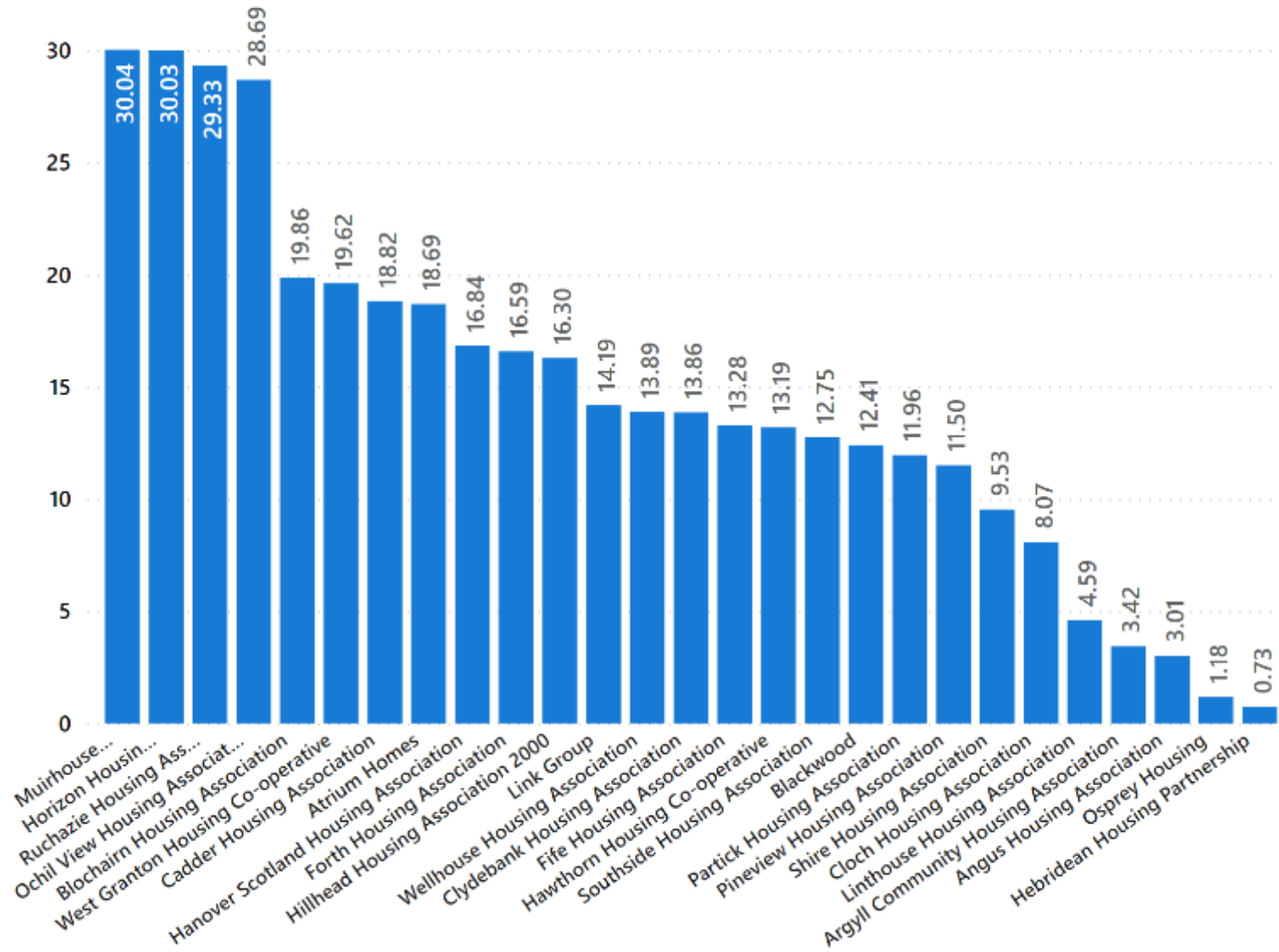


Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	1.20	3.90	7.00
Peer Group 2 - Rural	0.95	3.07	5.94
All RSLs	1.15	3.24	5.43
SHN Average	1.22	2.98	5.14

Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	93.29	95.91	95.98
Peer Group 2 - Rural	92.02	93.86	96.64
All RSLs	89.85	91.52	94.55
SHN Average	83.78	85.37	87.59

Rent Consultation

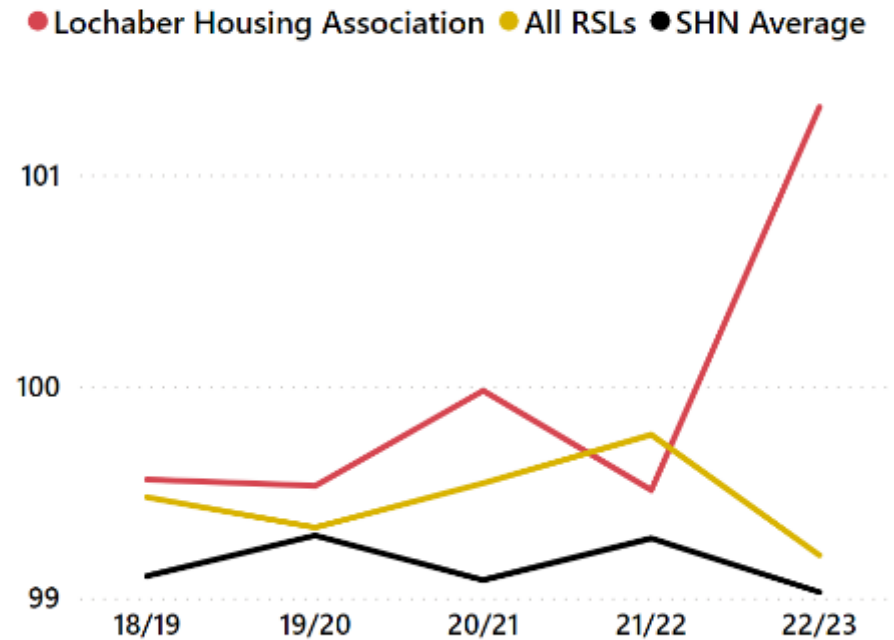
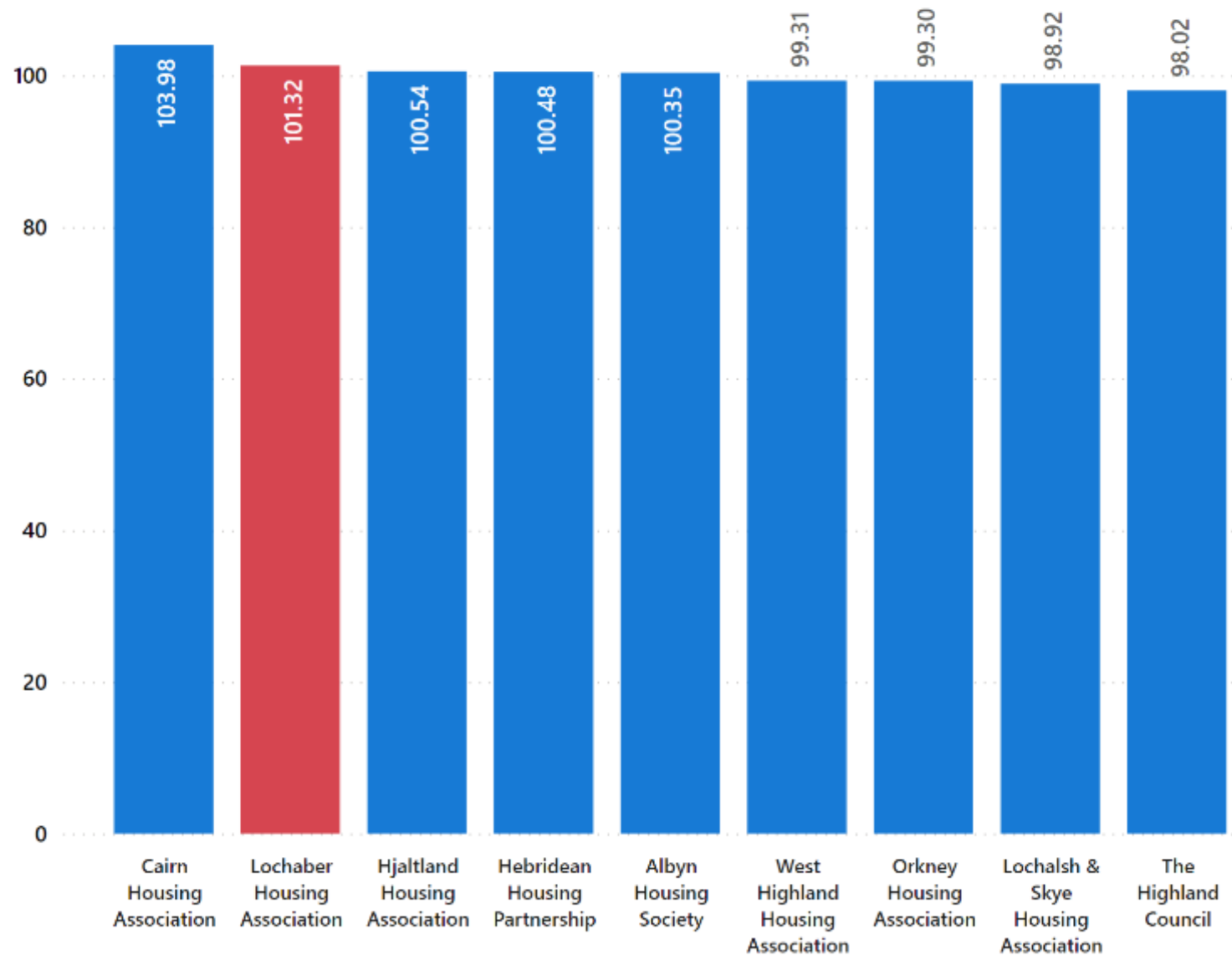
N18 Rent consultation response rate



Organisation Name	20/21	21/22	22/23
All RSLs	6.23	9.29	14.53
SHN Average	7.73	10.38	19.33

Rent Collection

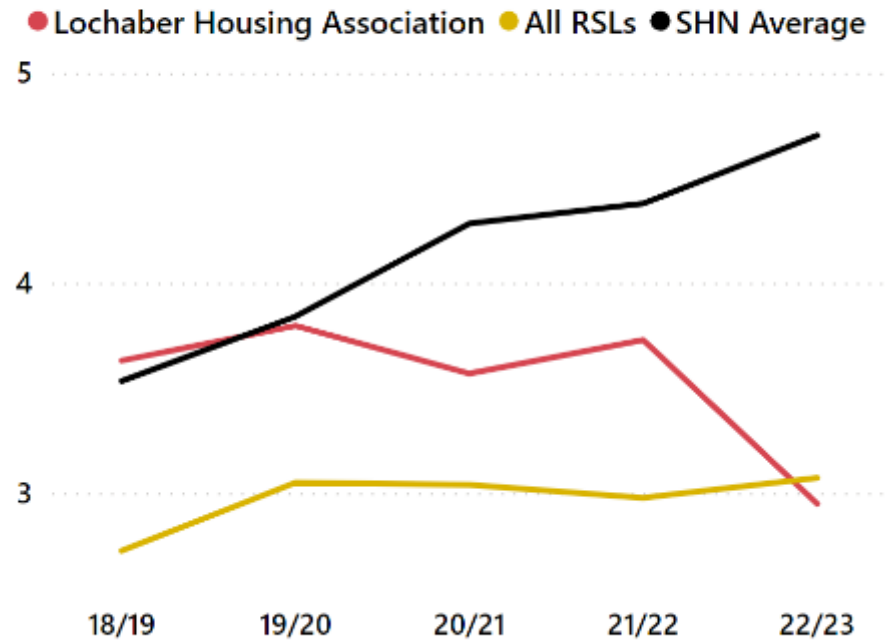
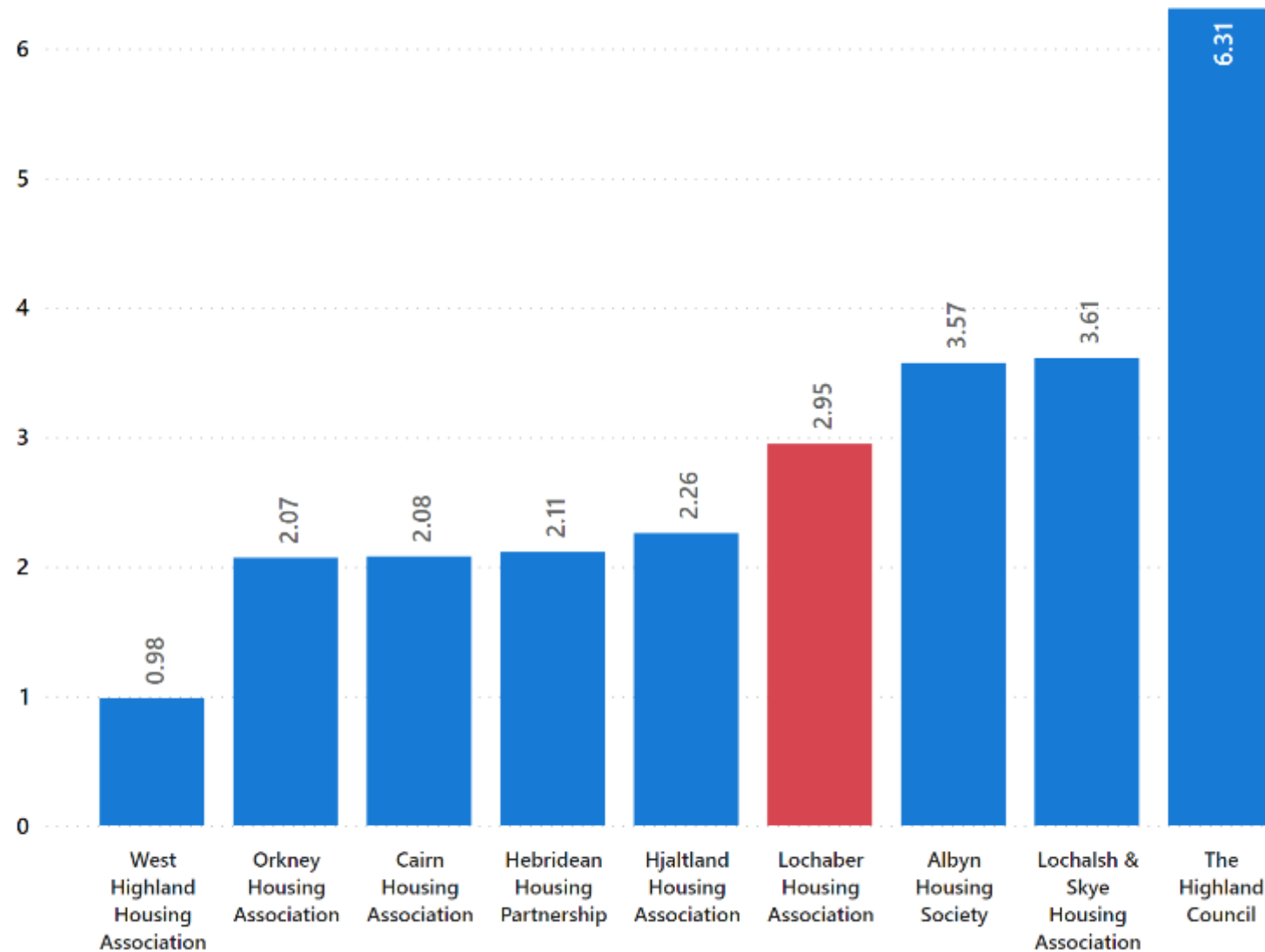
126 Percentage collected of rent due



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	99.98	99.51	101.32
Peer Group 2 - Rural	99.79	99.73	99.66
All RSLs	99.54	99.77	99.20
SHN Average	99.08	99.28	99.03

Arrears

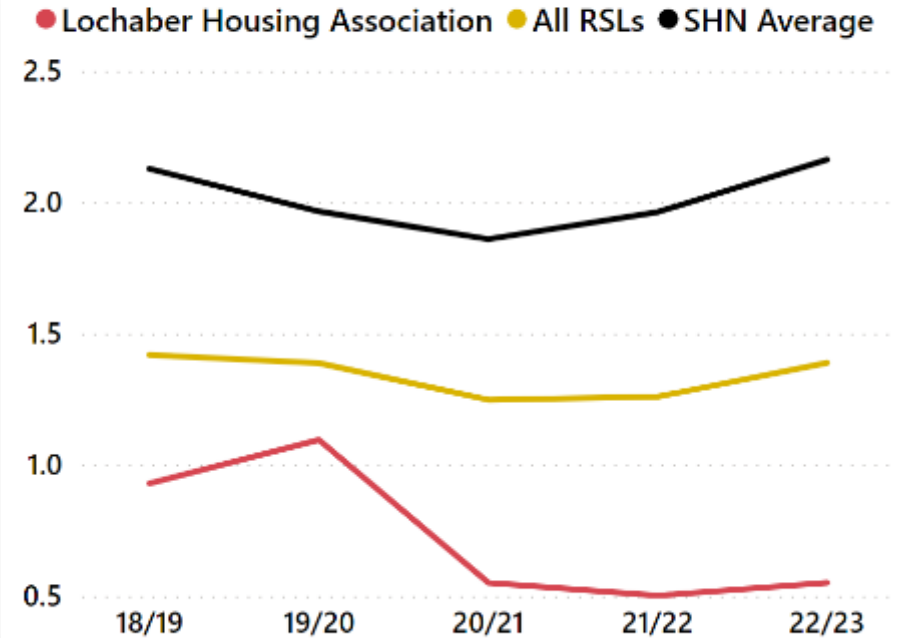
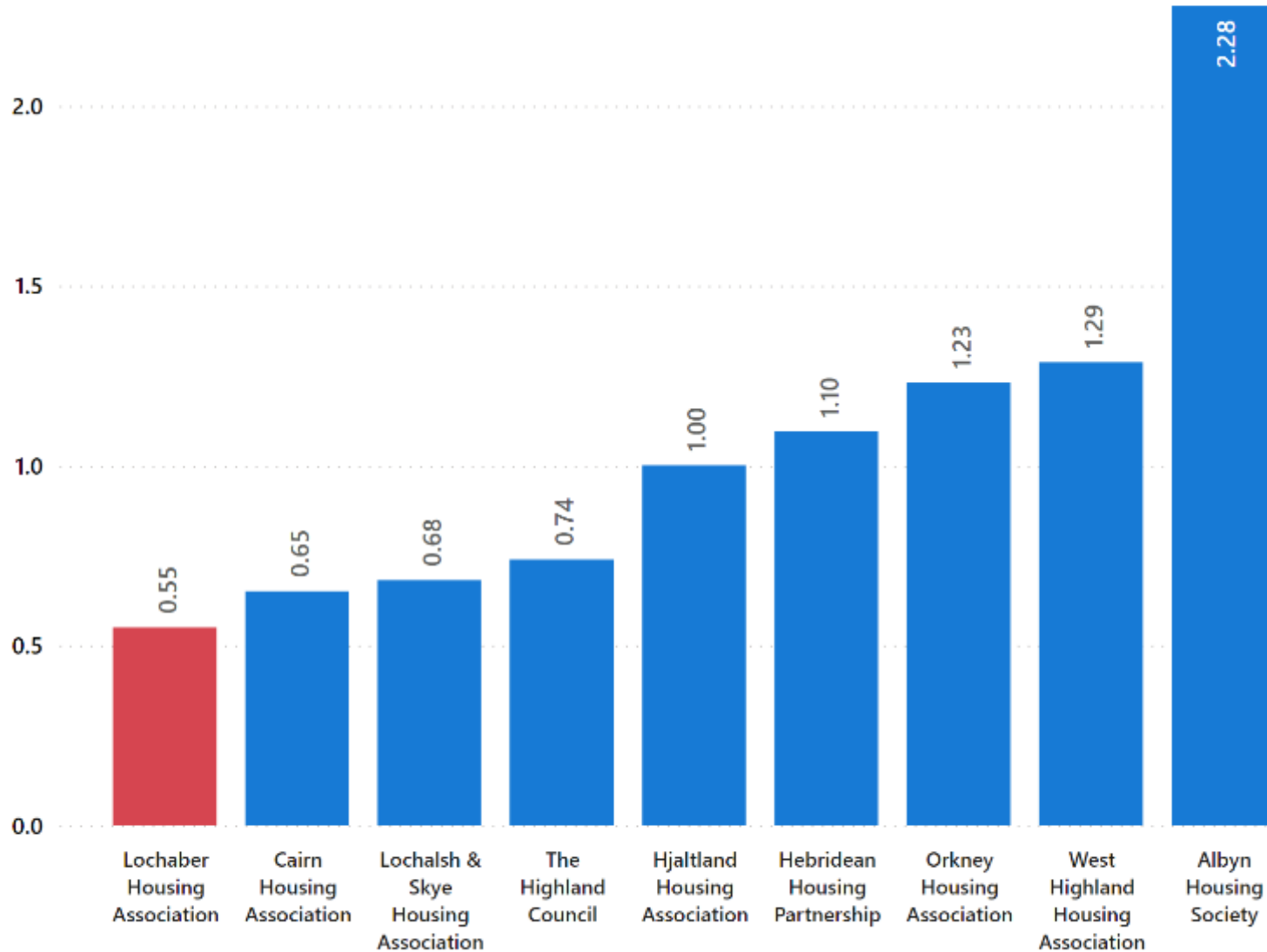
127 Current arrears percentage of rent due



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	3.57	3.73	2.95
Peer Group 2 - Rural	2.43	2.38	2.52
All RSLs	3.04	2.98	3.07
SHN Average	4.28	4.38	4.70

Arrears

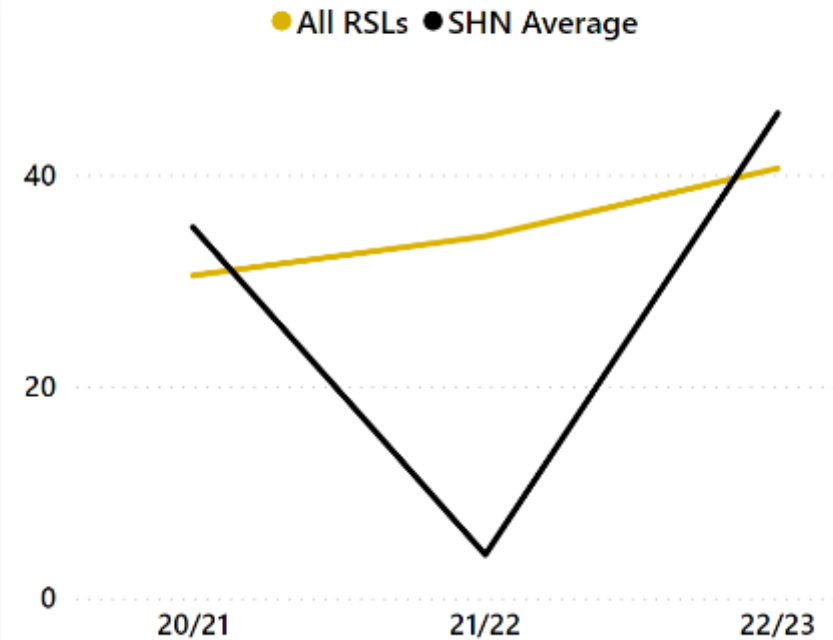
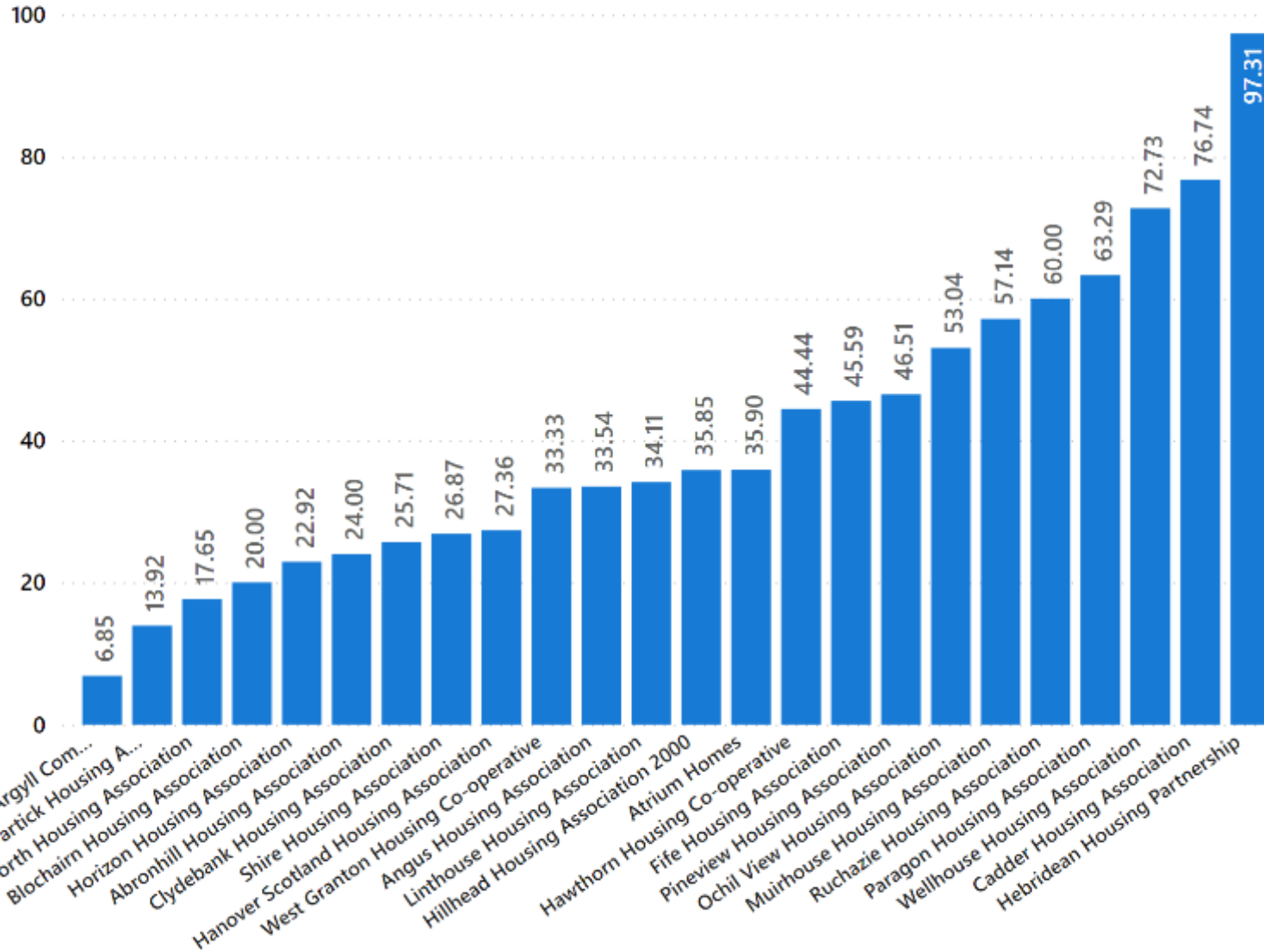
127 Former arrears percentage of rent due



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	0.55	0.50	0.55
Peer Group 2 - Rural	1.24	1.36	1.55
All RSLs	1.25	1.26	1.39
SHN Average	1.86	1.96	2.16

Terminating with Arrears

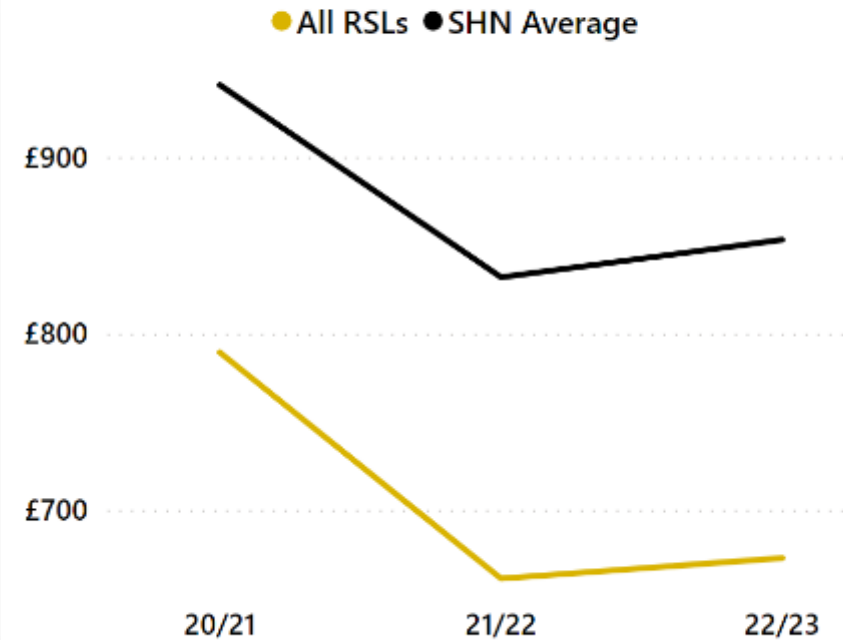
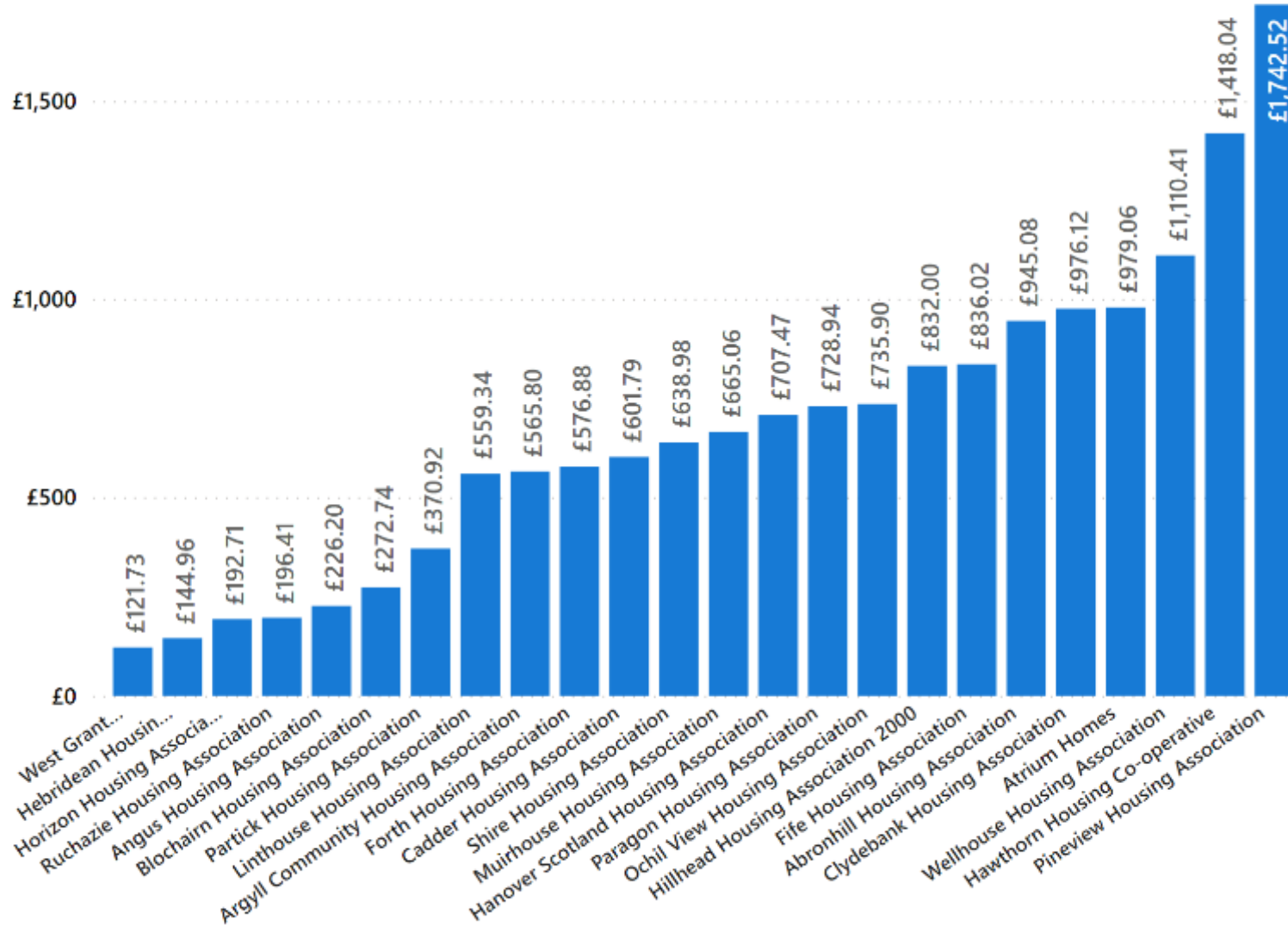
N34 Percentage of tenants terminating tenancy with arrears



Organisation Name	20/21	21/22	22/23
All RSLs	30.49	34.18	40.62
SHN Average	35.04	4.09	45.82

Terminating with Arrears

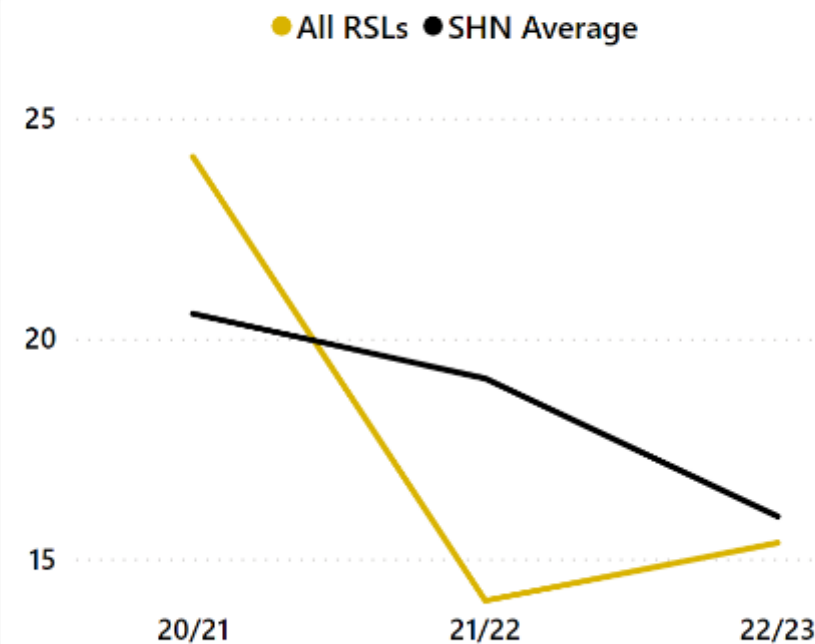
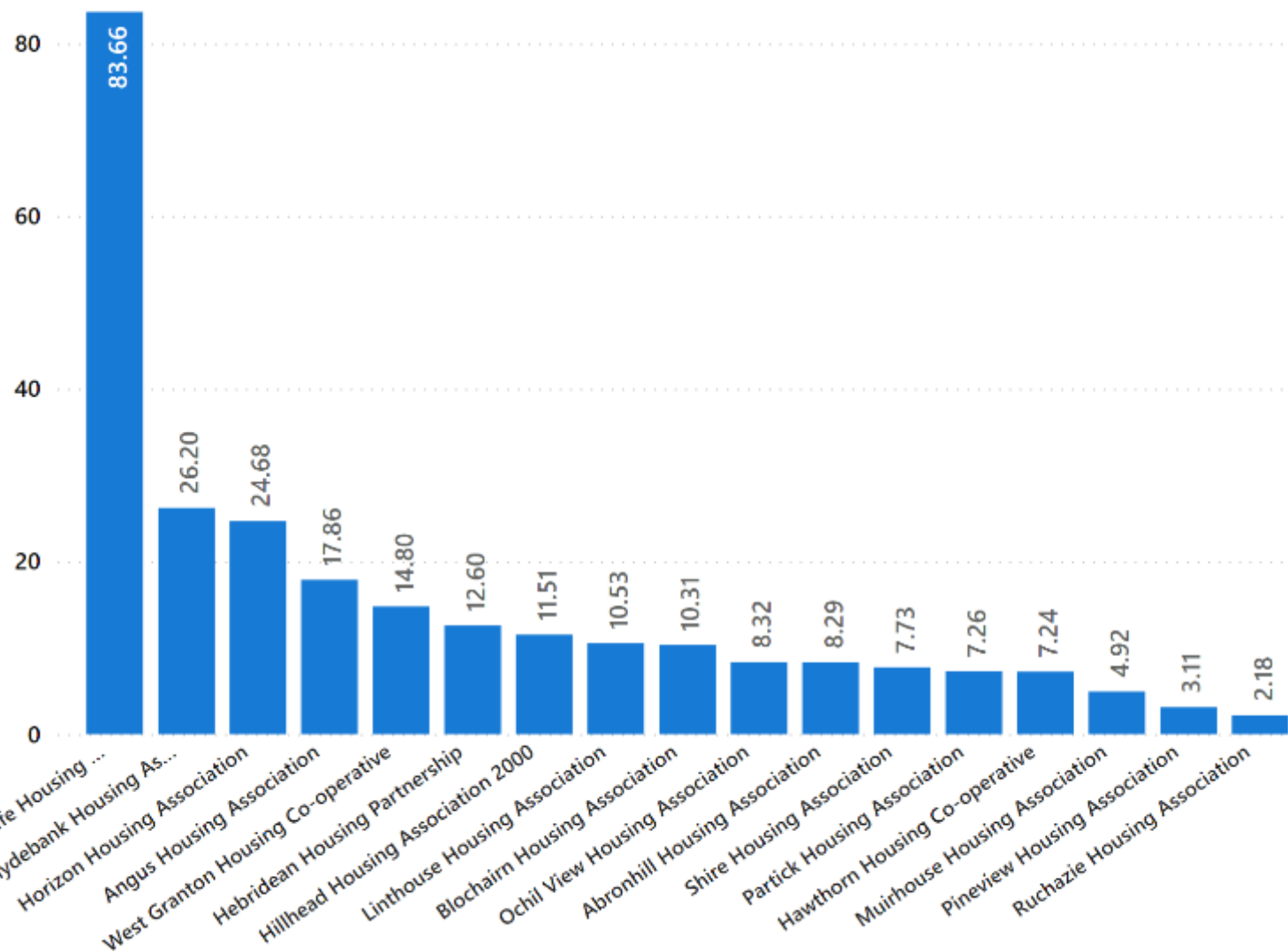
N34 Average debt owed when leaving



Organisation Name	20/21	21/22	22/23
All RSLs	£789.24	£661.03	£672.71
SHN Average	£940.90	£831.91	£853.14

Former Tenant Arrears Collected

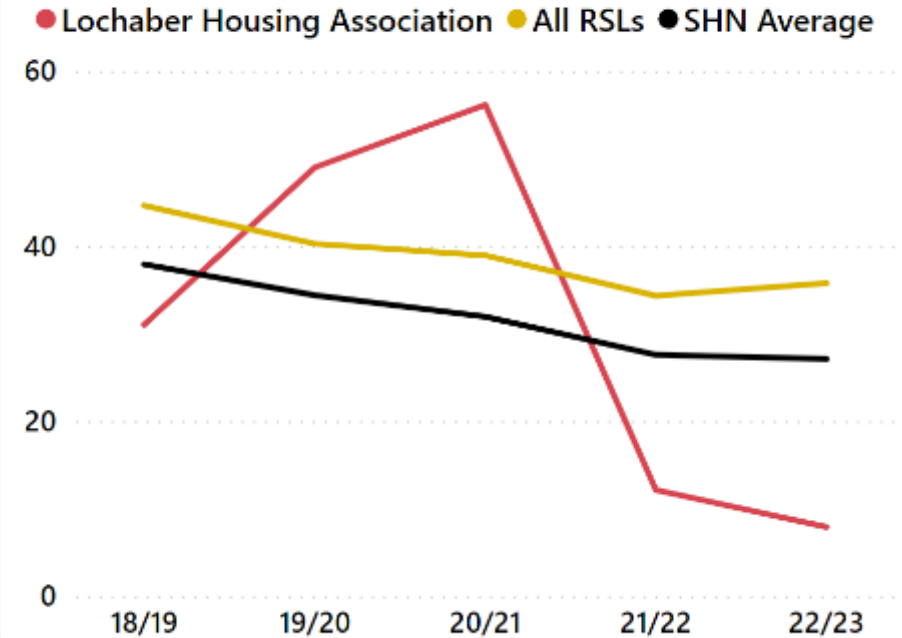
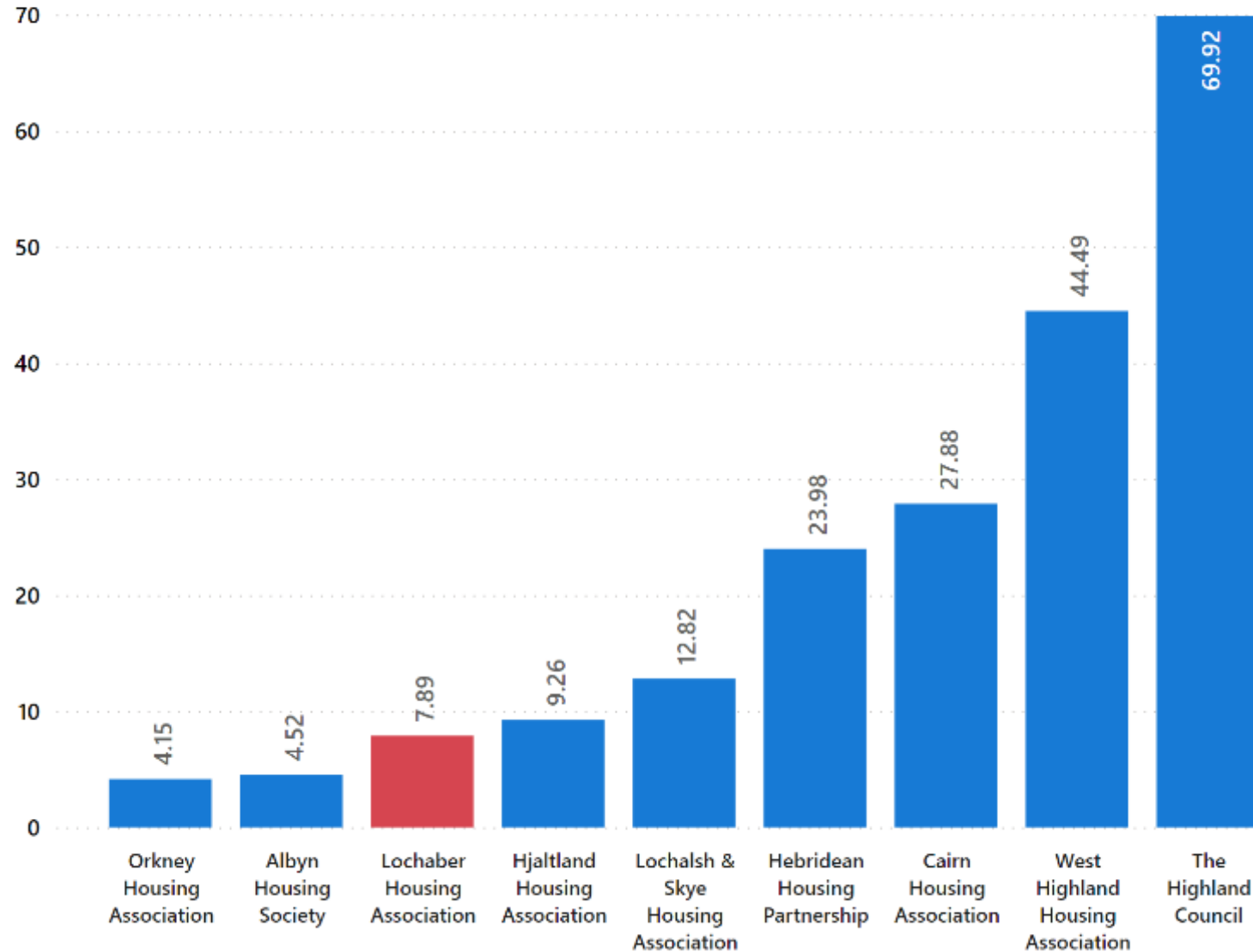
N35 Percentage of former tenant arrears collected as a percentage of FTA's at year end



Organisation Name	20/21	21/22	22/23
All RSLs	24.12	14.05	15.36
SHN Average	20.56	19.09	15.96

Arrears Written Off

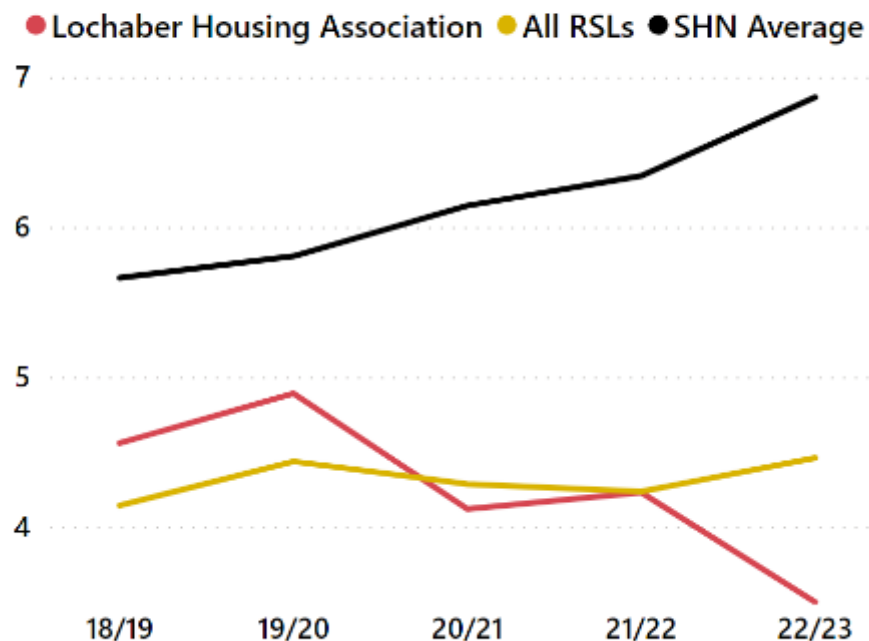
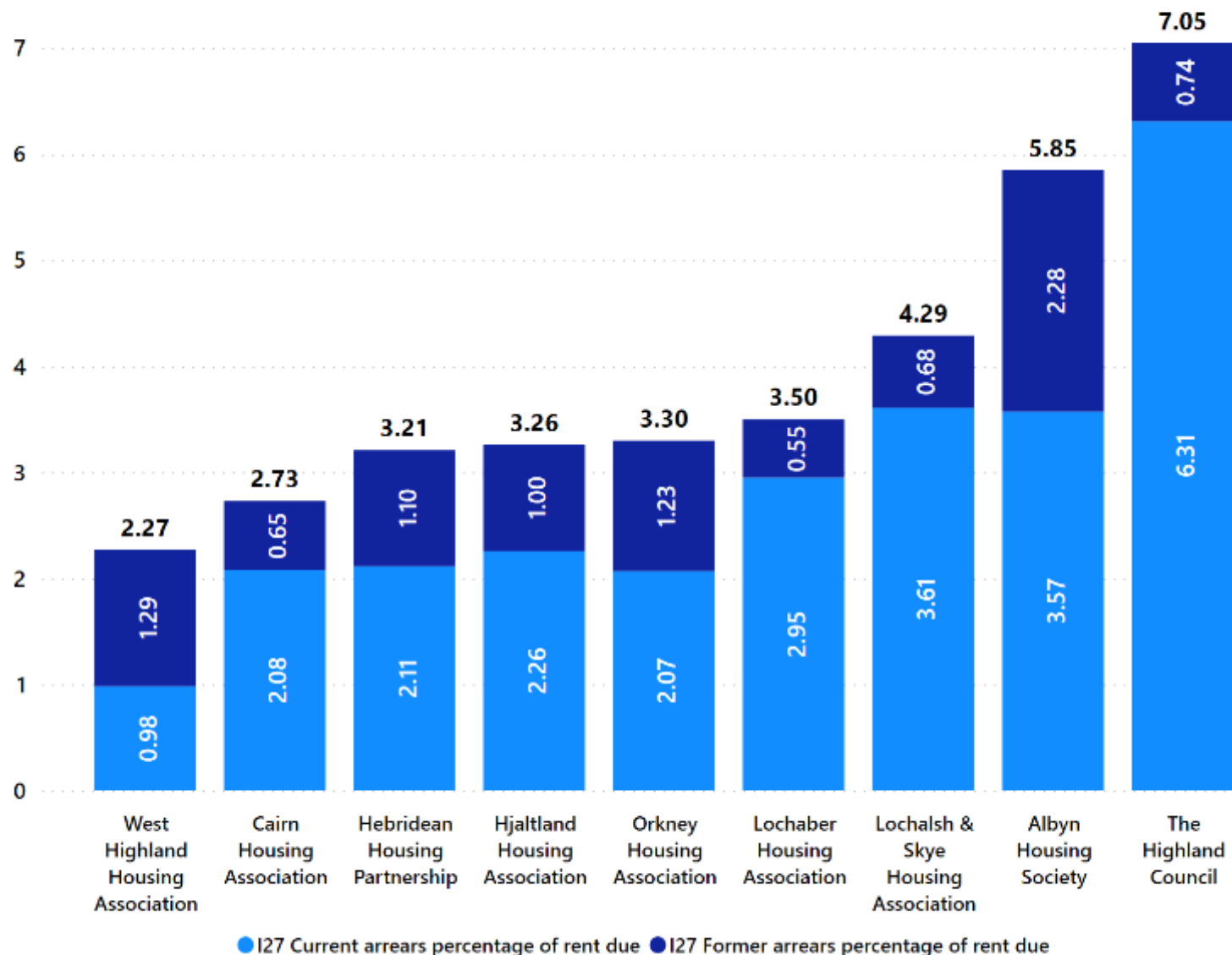
C7 Percentage former tenant rent arrears written off



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	56.13	12.12	7.89
Peer Group 2 - Rural	15.73	17.10	16.63
All RSLs	38.92	34.32	35.75
SHN Average	31.92	27.57	27.08

Arrears

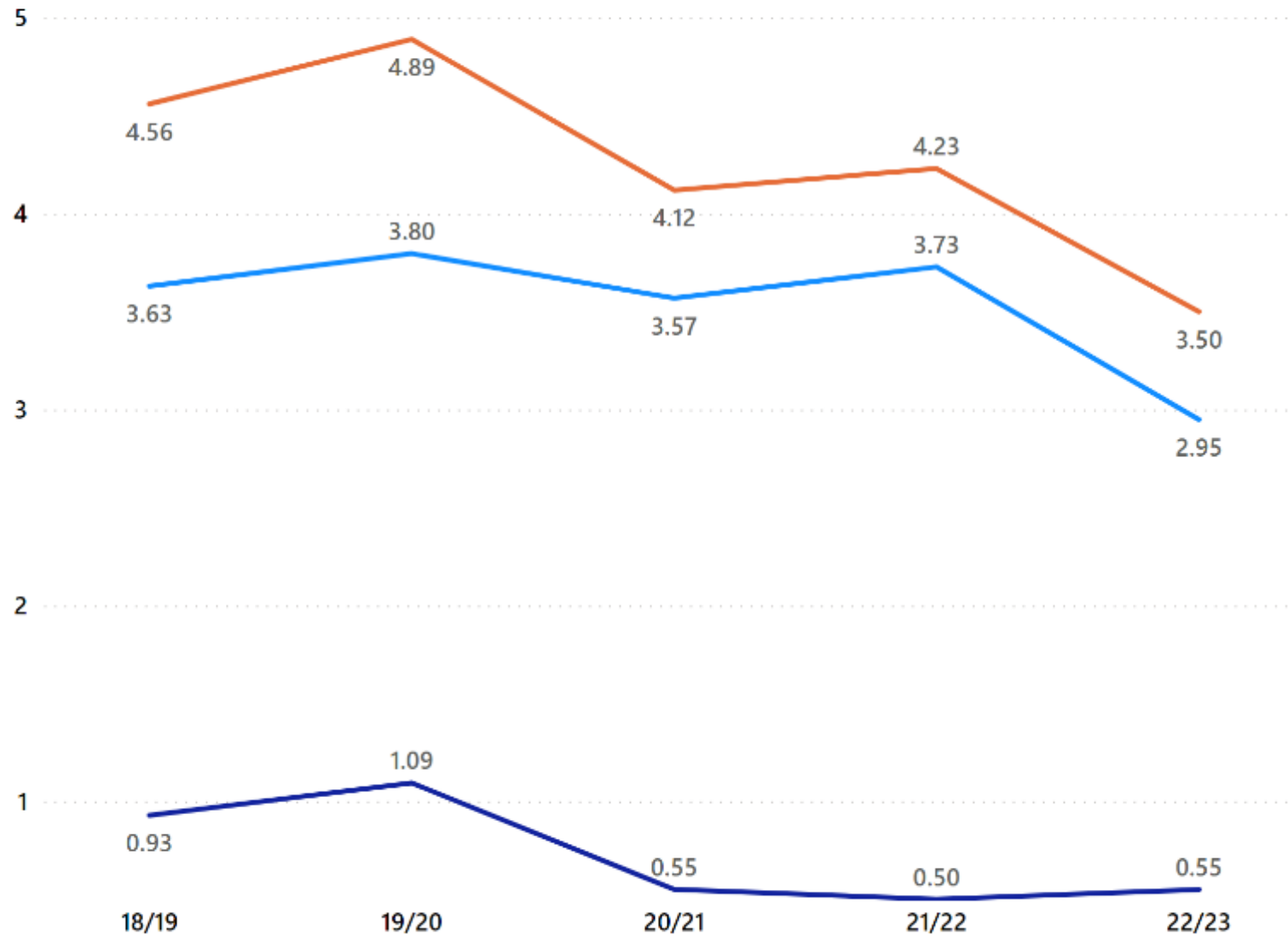
I27 Percentage gross rent arrears of rent due



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	4.12	4.23	3.50
Peer Group 2 - Rural	3.67	3.74	4.07
All RSLs	4.29	4.24	4.46
SHN Average	6.14	6.34	6.86

Arrears (Trends)

I27 Percentage gross rent arrears of rent due

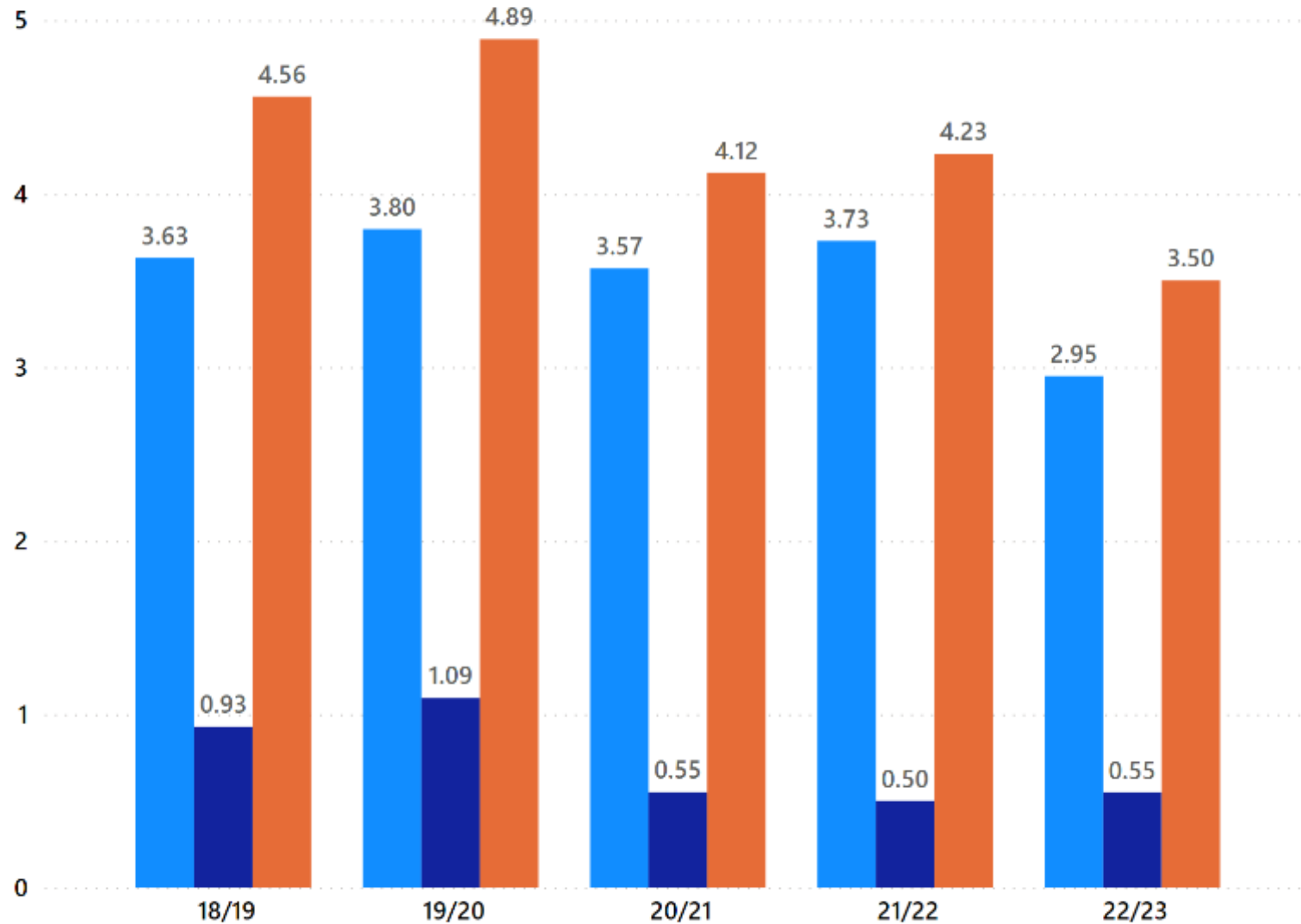


Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	4.12	4.23	3.50
Peer Group 2 - Rural	3.67	3.74	4.07
All RSLs	4.29	4.24	4.46
SHN Average	6.14	6.34	6.86

● I27 Current arrears percentage of rent due ● I27 Former arrears percentage of rent due ● I27 Percentage gross rent arrears of rent due

Arrears (Trends)

I27 Percentage gross rent arrears of rent due

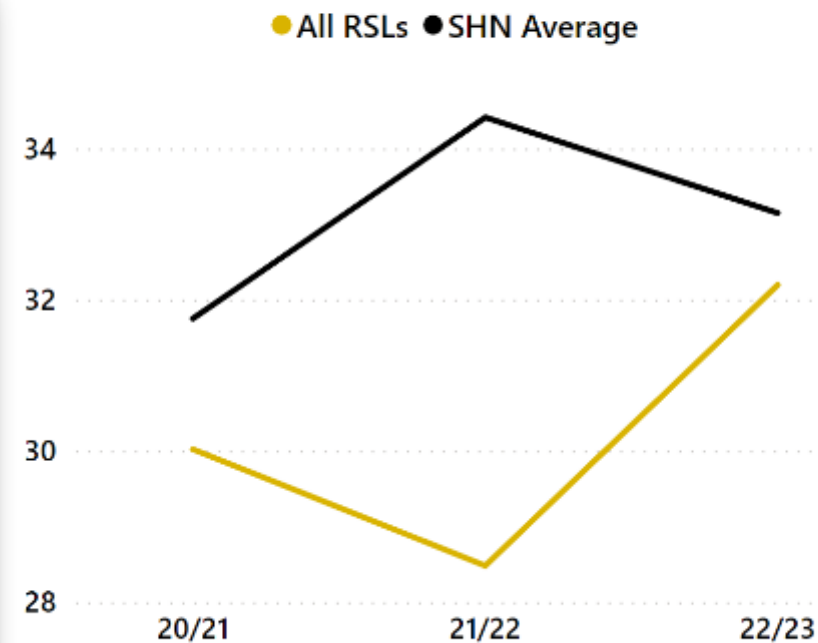
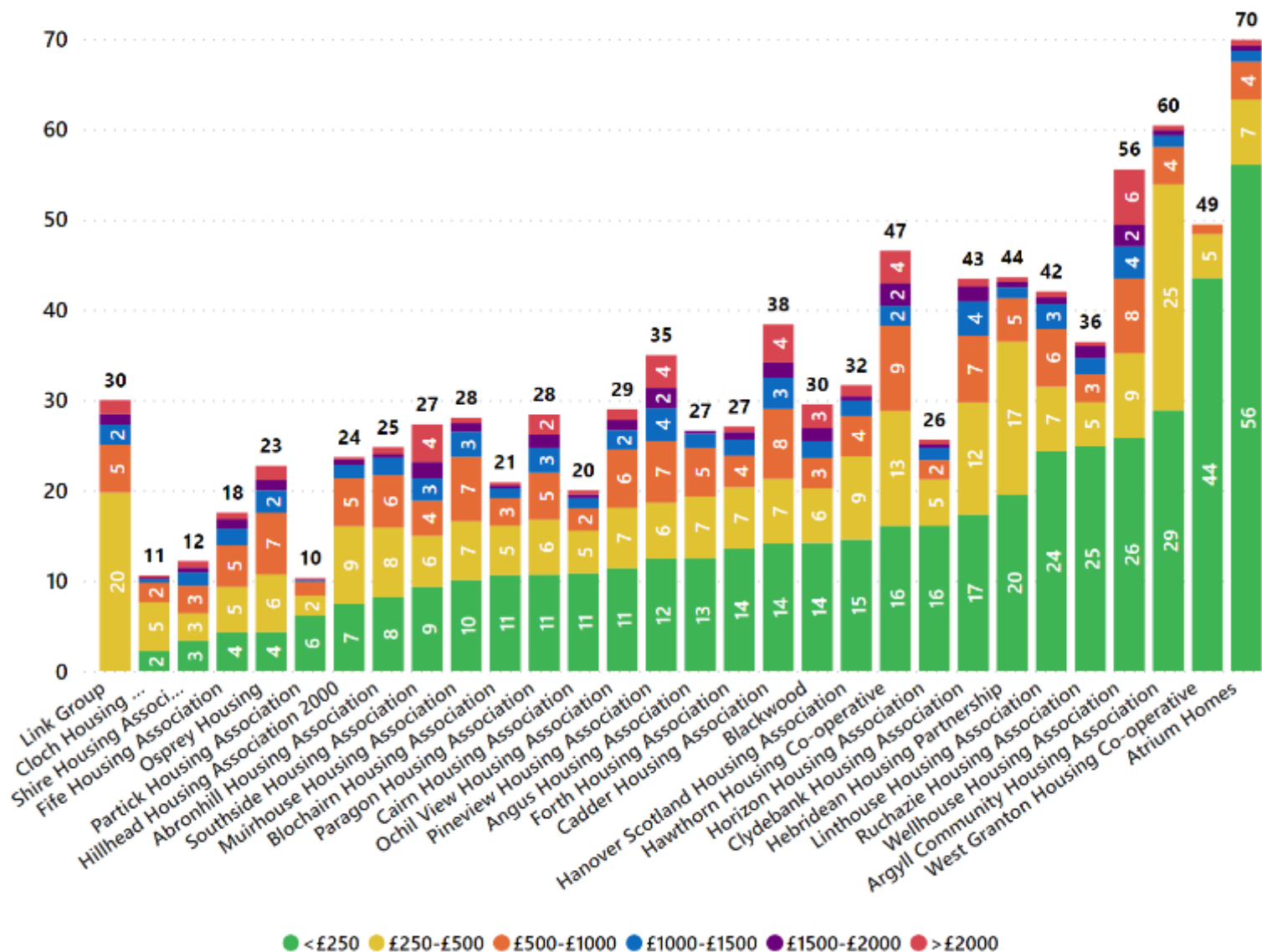


● I27 Current arrears percentage of rent due ● I27 Former arrears percentage of rent due ● I27 Percentage gross rent arrears of rent due

Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	4.12	4.23	3.50
Peer Group 2 - Rural	3.67	3.74	4.07
All RSLs	4.29	4.24	4.46
SHN Average	6.14	6.34	6.86

Tenancy Arrears

N33 Percentage of tenancies in arrears at year end

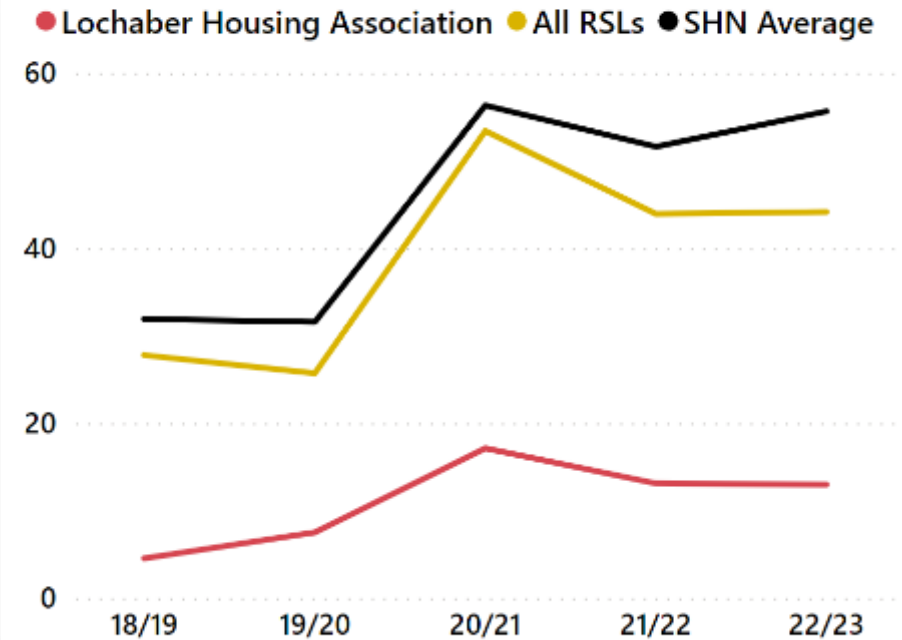
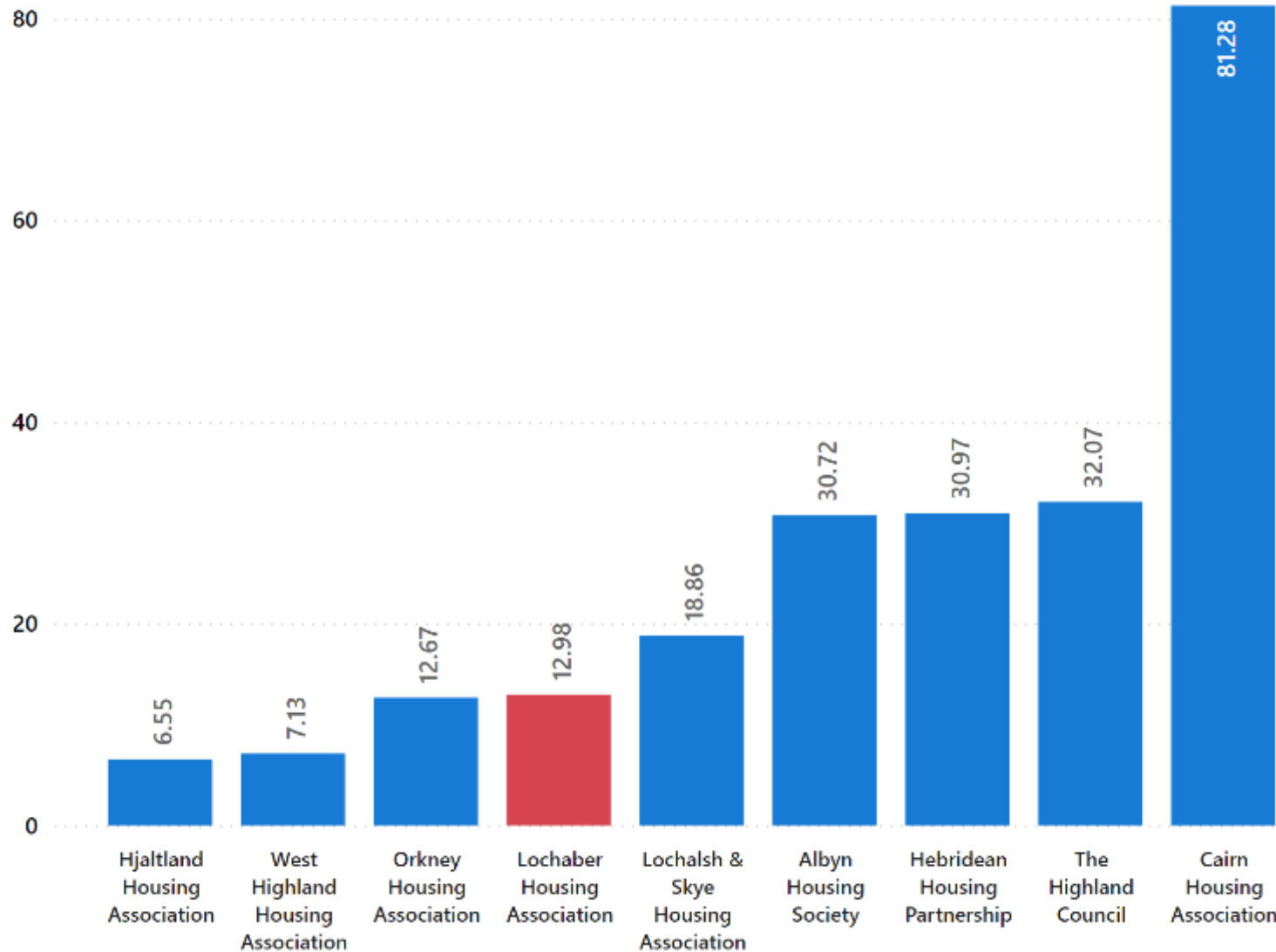


Organisation Name	22/23					
	<£250	£250-£500	£500-£1000	£1000-£1500	£1500-£2000	>£2000
All RSLs	12.40	11.16	4.64	1.85	0.89	1.25
SHN Average	14.51	7.56	4.71	2.09	1.70	2.58

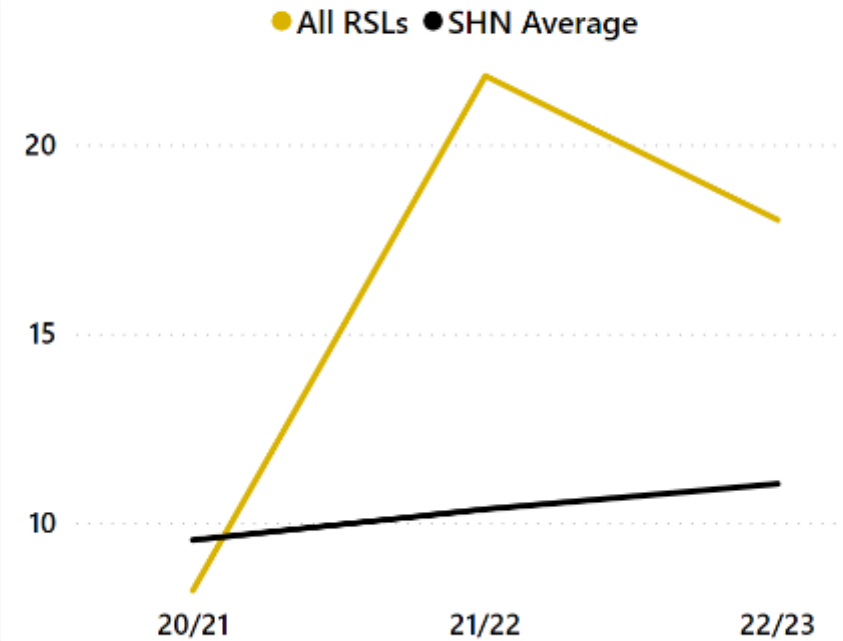
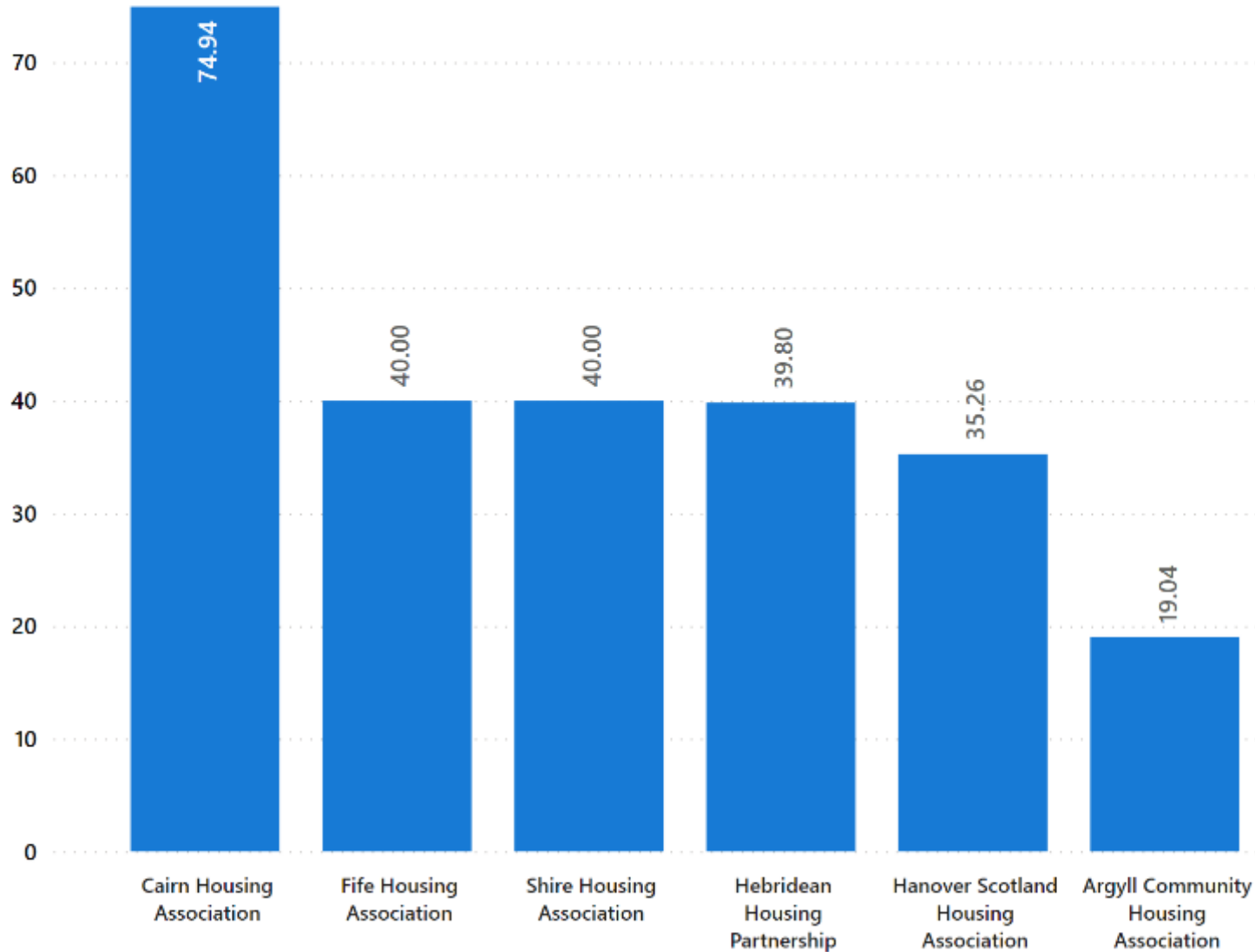
Voids

Relet Times

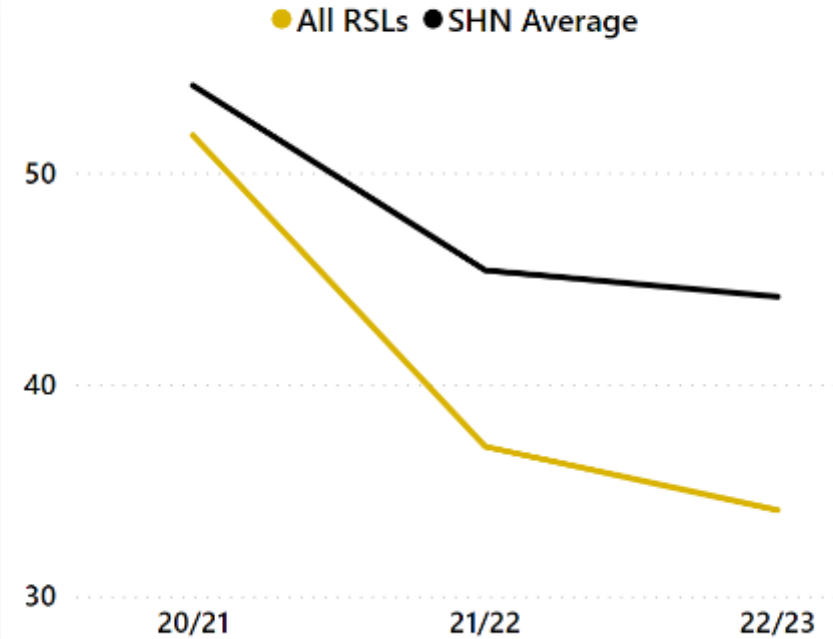
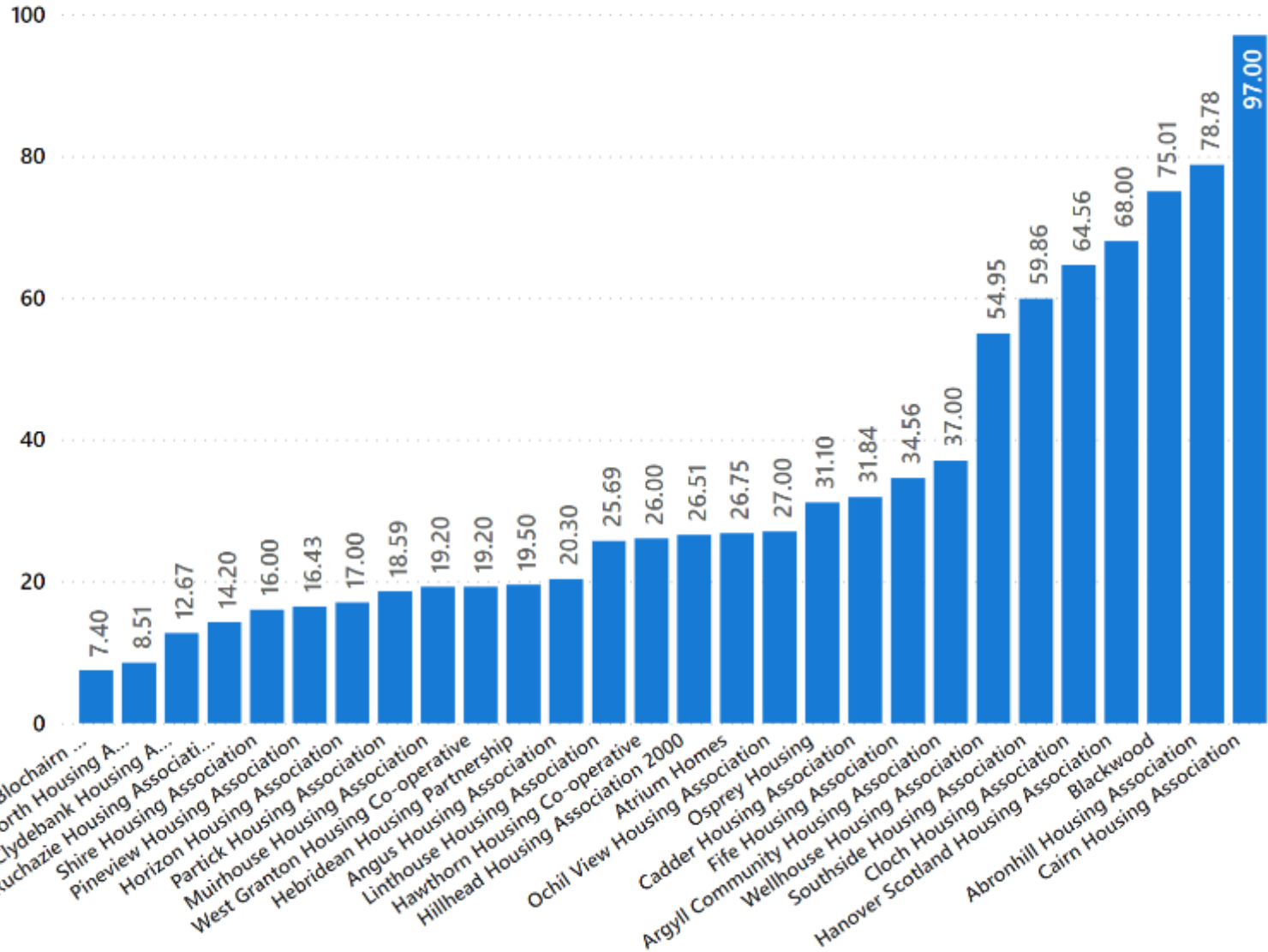
130 Average time to re-let properties



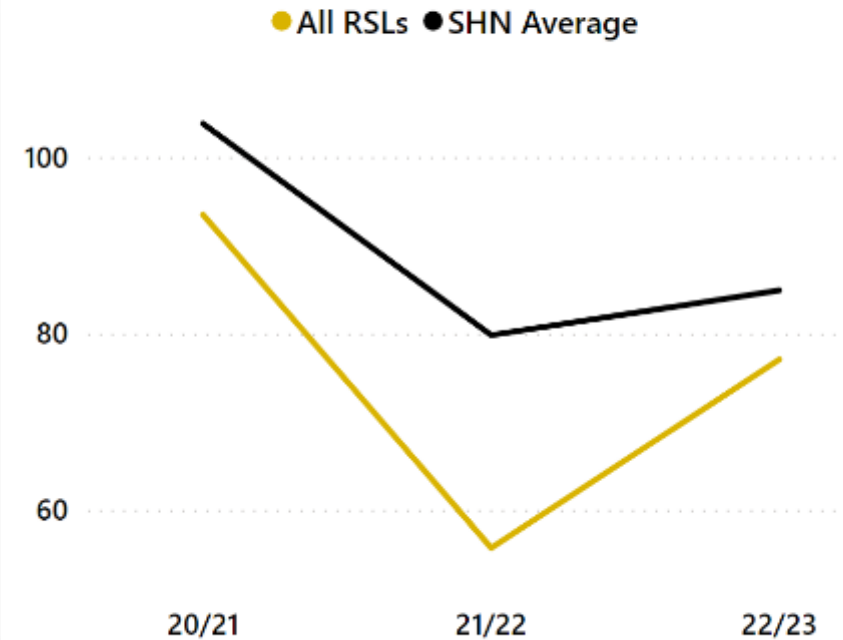
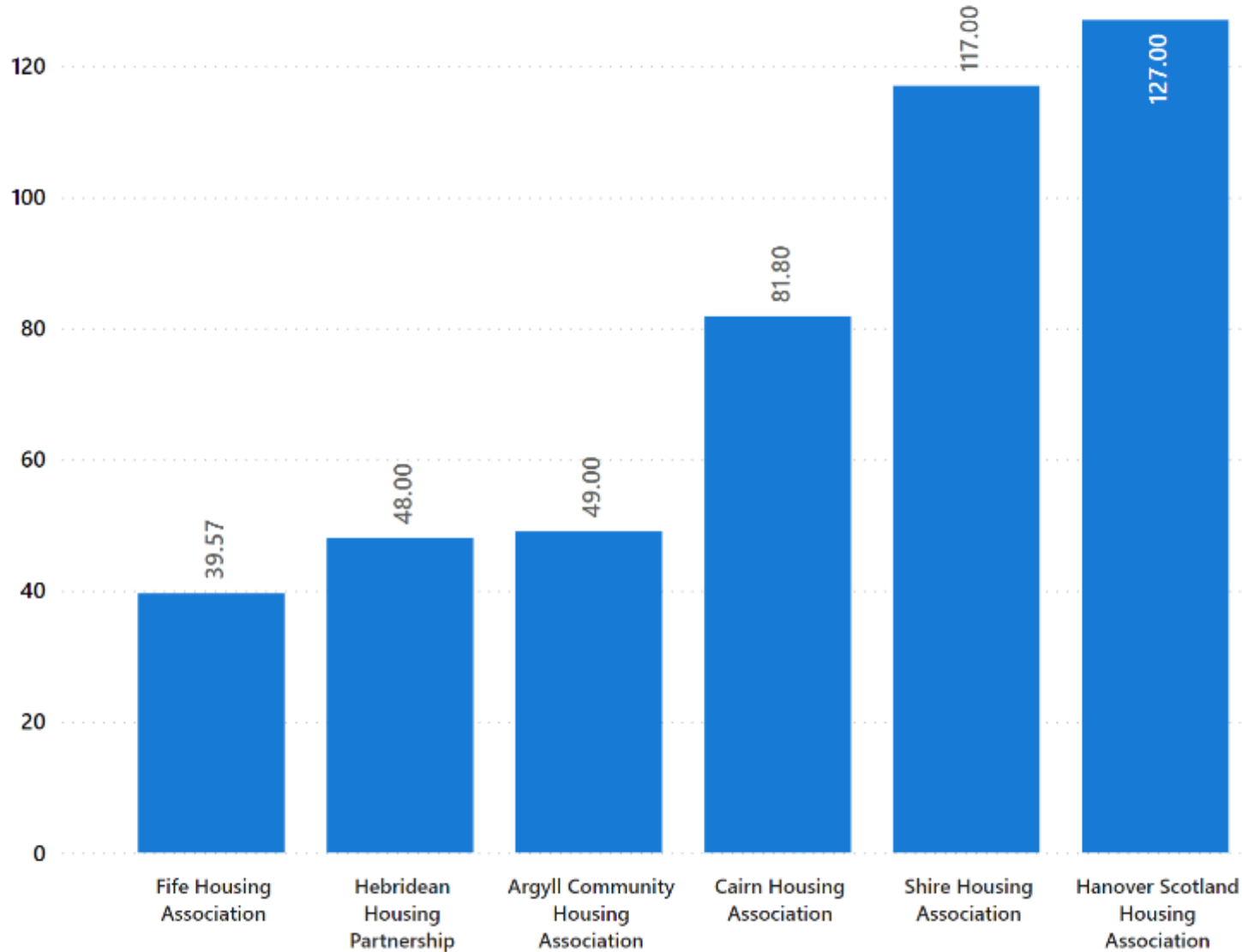
Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	17.11	13.10	12.98
Peer Group 2 - Rural	39.83	30.24	30.12
All RSLs	53.38	43.90	44.14
SHN Average	56.29	51.58	55.61



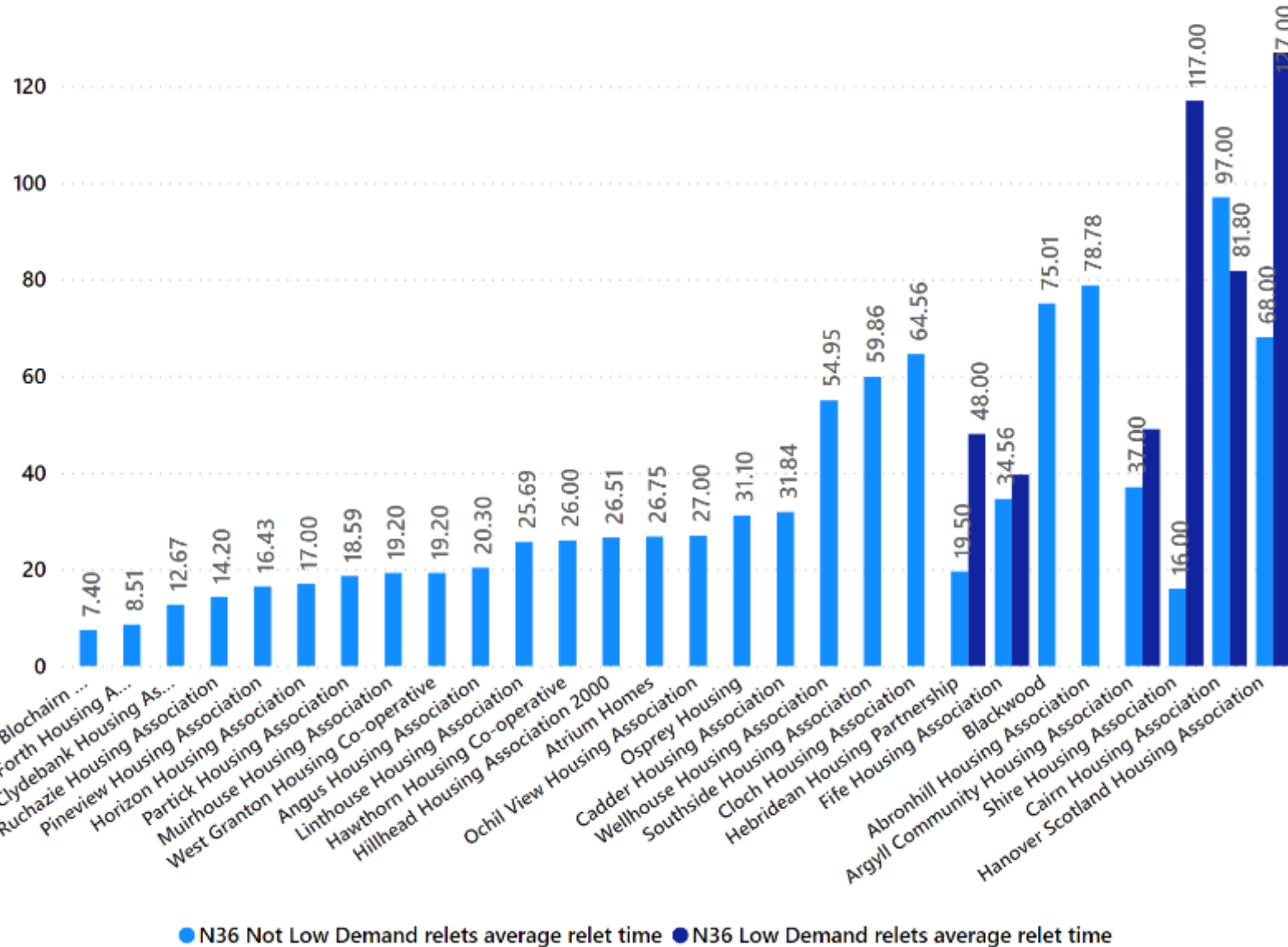
Organisation Name	20/21	21/22	22/23
All RSLs	8.20	21.82	18.01
SHN Average	9.54	10.35	11.02



Organisation Name	20/21	21/22	22/23
All RSLs	51.77	37.06	34.06
SHN Average	54.13	45.39	44.15




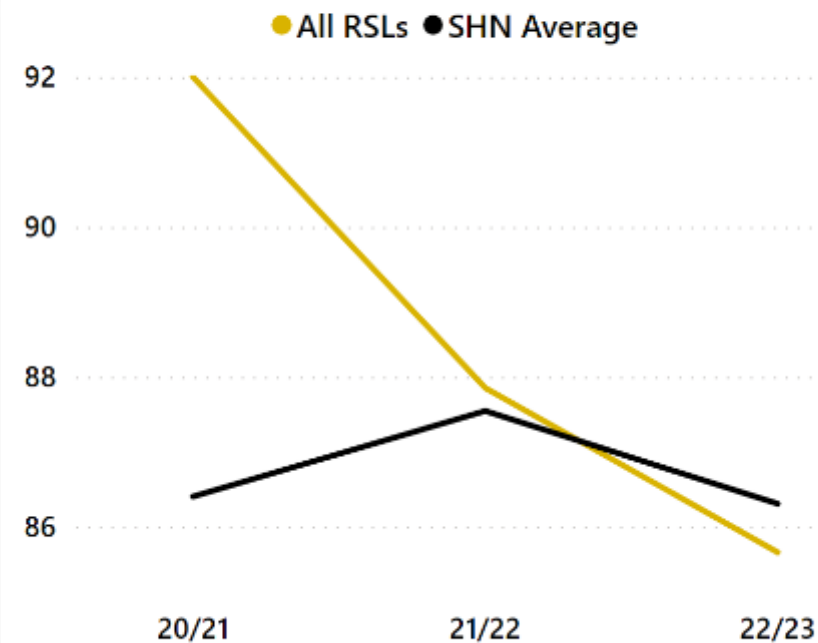
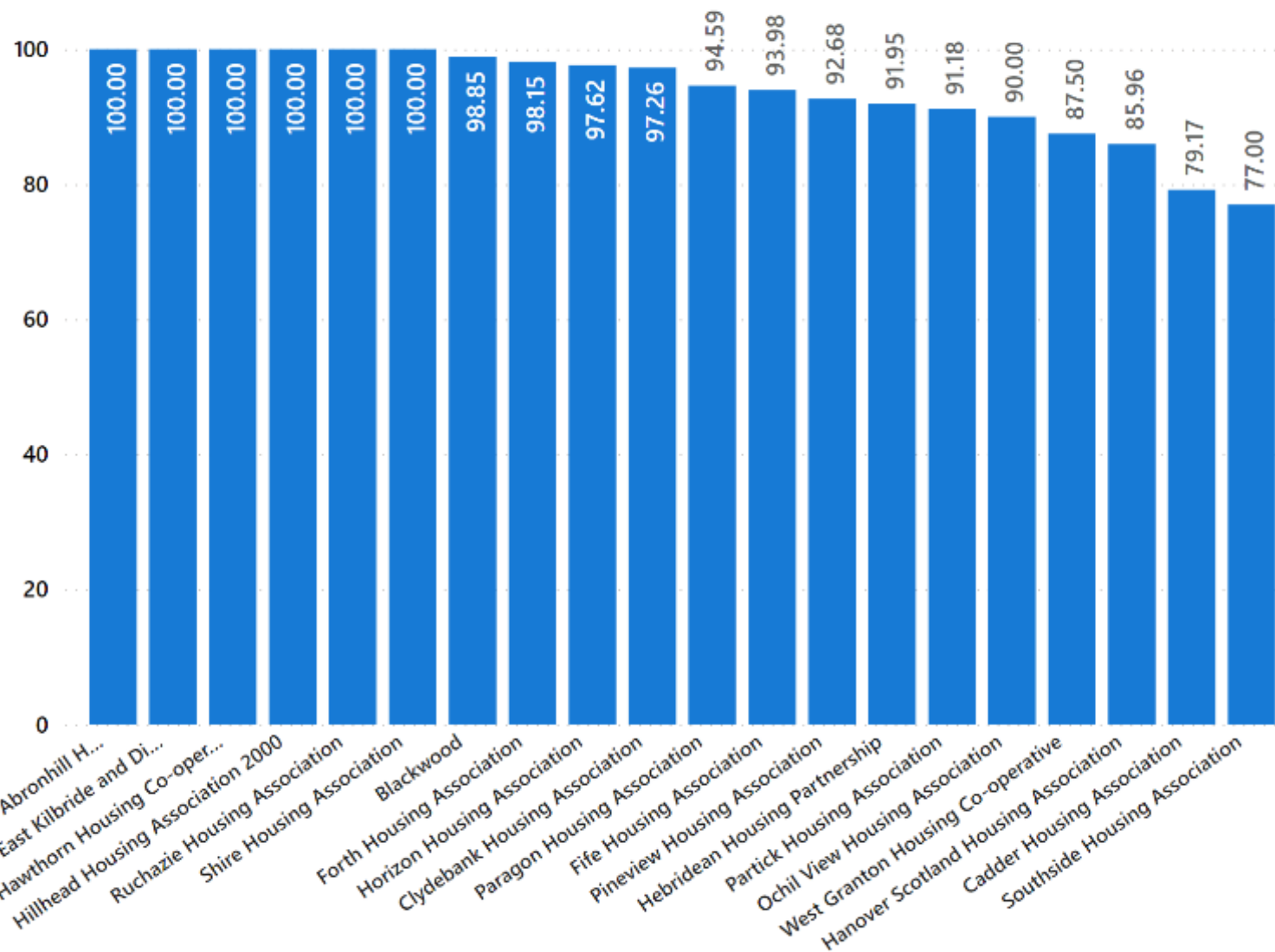
Organisation Name	20/21	21/22	22/23
All RSLs	93.46	55.69	77.06
SHN Average	103.80	79.82	84.90



	22/23	
Organisation Name	N36 Low Demand relets average relet time	N36 Not Low Demand relets average relet time
All RSLs	77.06	34.06
SHN Average	84.90	44.15

Standard of Home when Moving In

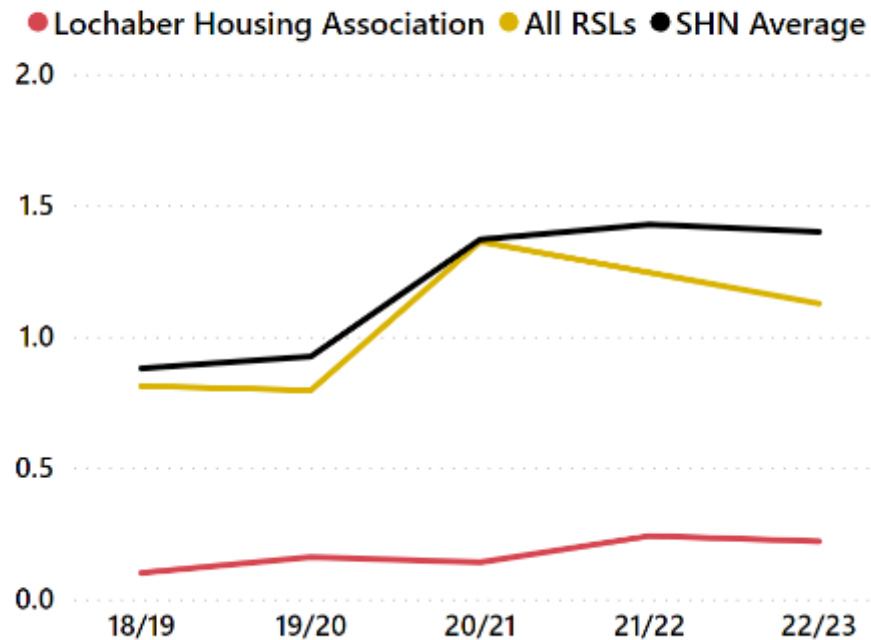
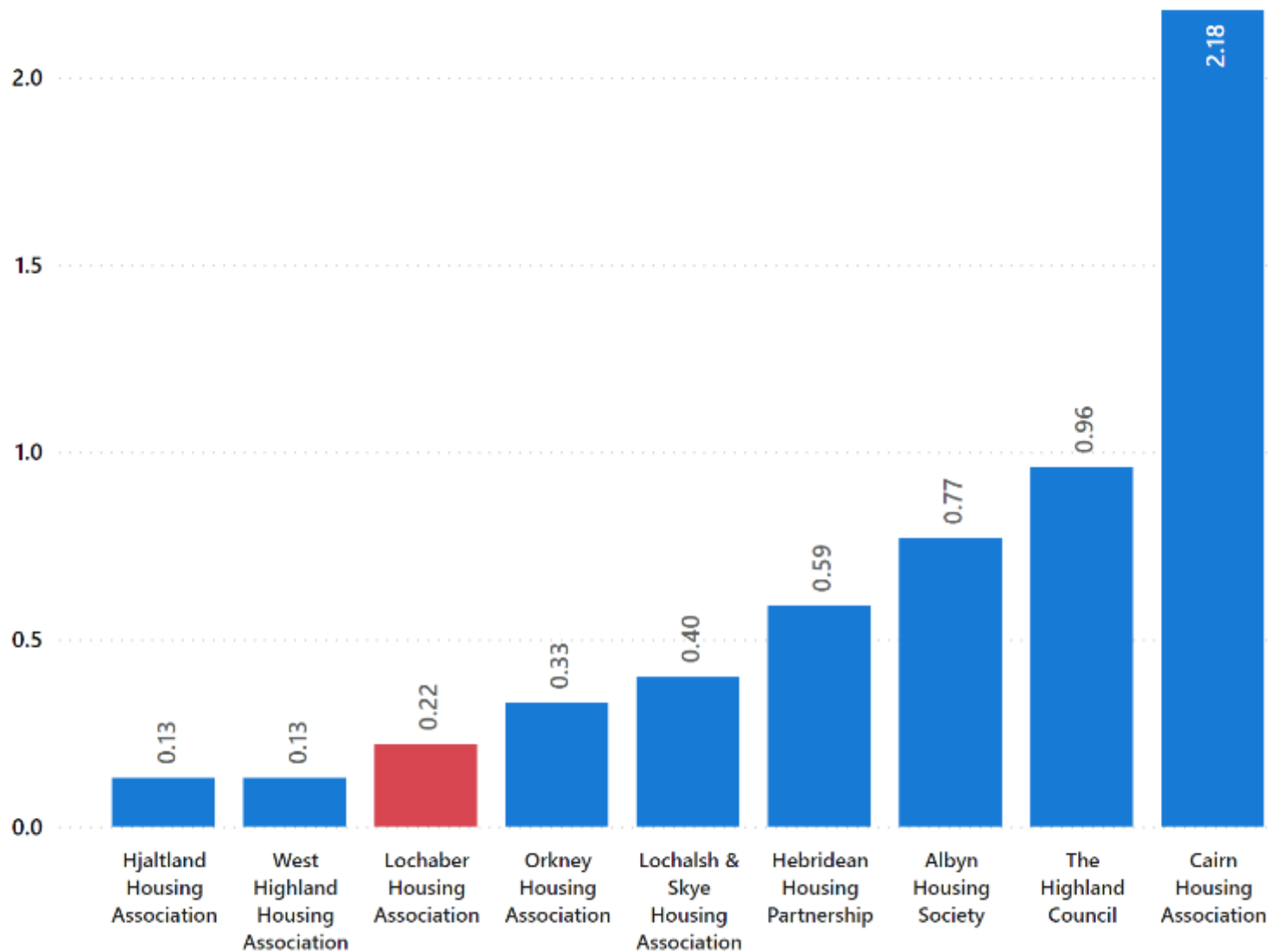
N43 Percentage satisfied with standard of home when moving in 



Organisation Name	20/21	21/22	22/23
All RSLs	92.00	87.85	85.66
SHN Average	86.41	87.55	86.31

Void Rent Loss

118 Percentage of rent due lost through properties being empty



Organisation Name	20/21	21/22	22/23
Lochaber Housing Association	0.14	0.24	0.22
Peer Group 2 - Rural	0.92	0.86	0.64
All RSLs	1.36	1.24	1.13
SHN Average	1.37	1.43	1.40

Service

Satisfaction:

Overall

Keeping informed

Opportunities to Participate

SHQS

Emergency repairs time

Non-emergency repairs time

Right first time

Appointments kept

Repairs satisfaction

ASB cases within target

Value for Money

Average weekly rent

Annual rent increase

Void relet time

Void rent loss

Rent collected

Landlord Report

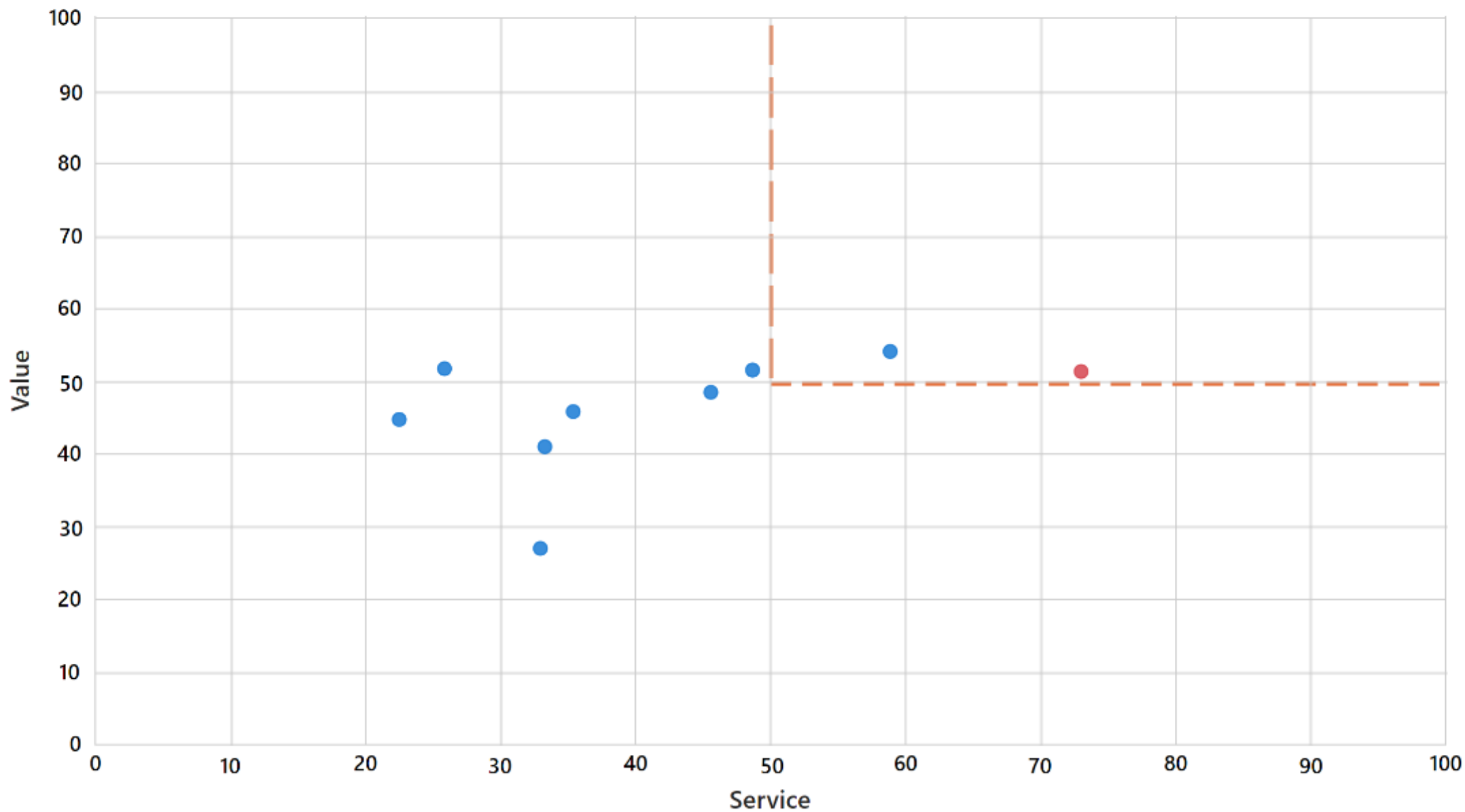
Organisation Name	Overall satisfaction	Informed	Involved	SHQS	Emergency repairs	Non-emergency repairs	Right first time	Repairs satisfaction	Anti-social behaviour	Rent increase	Average rent 3-apt	Average rent - all	Rent collected	Void rent loss	Re-let time
Lochalsh & Skye Housing Association	93.44	98.44	98.44	62.72	3.08	10.69	89.51	87.30	70.00	8.00	85.62	86.85	98.92	0.40	18.86
Lochaber Housing Association	92.41	94.14	95.40	97.80	2.39	4.14	97.31	99.04	100.00	7.00	94.77	95.98	101.32	0.22	12.98
Hjaltland Housing Association	91.30	95.27	86.91	99.36	2.35	9.07	85.29	96.96	100.00	6.00	97.77	97.17	100.54	0.13	6.55
West Highland Housing Association	86.67	89.02	79.39	91.33	4.13	7.39	85.80	73.45	100.00	5.00	103.42	101.76	99.31	0.13	7.13
Hebridean Housing Partnership	85.98	89.19	84.46	82.79	2.48	3.69	89.84	98.92	84.62	6.00	88.61	87.95	100.48	0.59	30.97
The Highland Council	85.91	92.51	93.81	40.27	5.47	7.59	86.04		49.04	4.00	81.52	82.55	98.02	0.96	32.07
Cairn Housing Association	83.53	81.96	89.54	62.11	2.40	8.31	91.82	82.49	90.94	7.00	94.23	98.71	103.98	2.18	81.28
Orkney Housing Association	83.44	84.47	65.22	97.95	3.76	12.54	82.78	89.84	97.96	7.50	96.09	94.71	99.30	0.33	12.67
Albyn Housing Society	82.65	76.56	70.17	80.78	7.30	7.04	85.95	86.82	81.38	5.00	94.28	94.82	100.35	0.77	30.72

Landlord Report

Service vs Value for money



Comparison with Peer Group



Overall Summary

- Asset Management, Maintenance and Development
- Homelessness
- PRS Homelessness
- Housing Management
- Local Housing Strategy
- Private Sector Service
- Service Improvement and Scrutiny
- Charter Preparation
- Mid-Market Rent
- Older Peoples Housing
- Tenant Participation
- SOLO and Link Officers
- Data Users



Membership Offer

- Communities of Practice
- Data Insights and Benchmarking
- Value for Money
- Development Value for Money
- Self-Assessment Tools
- Exclusive Publications and Guidance Documents
- Training
- Private Sector Services
- Welfare Reform Services
- Data Validation Services






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